

2015

Shelter 2020: Facility Selection Tool



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This document was developed by Montana Department of Public Health and Human Services (DPHHS), in partnership with:

- American Red Cross (Red Cross)
- Montana Volunteer Organizations Active in Disasters (MT VOAD)
- Montana Independent Living Project, INC. (MILP)
- Summit Independent Living Center, INC. (SILC)
- Yellowstone County Disaster and Emergency Services (Yellowstone DES)
- University of Montana: Rural Institute – Montana Disability and Health Program (MDHP)
- Montana Governor’s Office of Community Service (OCS)
- Montana Disaster and Emergency Services (DES)
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Shelter 2020

Facility Selection Tool

The intent of this tool is to assist Montana’s county and tribal emergency managers, Local Emergency Planning Councils (LEPC), Tribal Emergency Response Commissions (TERC), and other stakeholders to identify the best or most feasible locations for disaster shelter facilities in their jurisdictions. This action is the initial step in Phase 1 of the *Shelter 2020* Project.

The information in this document is not a set of requirements; rather, it is a collection of considerations and best practices which local emergency managers, LEPC/TERC, and other stakeholder may find helpful. The American Red Cross (Red Cross) has the exclusive authority to accept a potential location as a shelter facility. The Red Cross will assess each facility to determine if the facility meets pre-defined requirements. However, by identifying gaps, collectively the emergency management community can work to make improvements to disaster shelters in Montana.

Sources:

Disaster Shelters – Facility Selection Considerations

Consensus for Montana specific information was developed over several working group sessions with subject matter experts from the contributing organizations.

Disaster Facilities – Definitions and Operational Considerations

Original Source information listed with each facility. Definitions have been altered to address Montana’s unique considerations. Consensus for Montana specific information was developed over several working group sessions with subject matter experts from the contributing organizations.

Shelter 2020 Project: Overview

Red Cross is working to update current facility listings in the National Shelter System (NSS). Many of the existing shelters were surveyed prior to 2010 Americans with Disabilities Act (ADA) regulation changes and therefore are missing critical accessibility information. All new shelters identified and any updated surveys will have an updated 2015 shelter facility survey. There are more than 440 shelters in Montana listed in the National Shelter System (NSS). Red Cross is working with the State of Montana identify the best shelter facilities and coordinate with county and tribal governments.

The Department of Public Health and Human Services (DPHHS) is Montana’s lead state agency for Emergency Support Function #6 (Mass Care, Emergency Assistance, Housing, and Human Services). DPHHS has agreed to support Red Cross in this effort. Further, DPHHS considers this an opportunity to make infrastructure improvements to some shelter facilities – addressing infrastructural deficiency issues regarding Access and Functional Needs (A&FN) and ADA compliance. These infrastructural deficiencies include but are not limited to: addition of backup power generation, building ramps, increasing bathrooms accessibility.

Identifying facility deficiencies will require a local coalition approach in each jurisdiction; including but not limited to local:

- Emergency management (i.e., county/tribal DES coordinators)

- Public Health Emergency Preparedness (PHEP)
- Sanitarians
- Access and Functional Needs or ADA Ambassadors – People that have access and functional needs, or experts trained to serve their local communities to support understanding and compliance of access and functional needs access

Phase 1 – Shelter Selection (1 July – 15 October 2015)

1. Local emergency managers, LEPC/TERC, and other stakeholders discuss the best locations for sheltering in their community
2. If a local emergency manager is aware of a facility that could serve (new or previously use) as a shelter, they are encouraged to inquire if the facilities owner would be willing to (continue to) donate their facility for disaster shelter operation in the event of a disaster. If the facility owner agrees, the name of this facility and contact information for the owner should be included in the final selections
3. Local emergency managers should submit their final selections for local disaster shelters to their local PHEP who will send to DPHH as part of their 1st Deliverables Quarter submission, Due October 15th

Phase 2 – Data Consolidation (15 October – 31 October 2015)

1. DPHHS will compiled the data, and submit the shelter selections to Red Cross

Phase 3 – Shelter Assessment and Improvement (1 November 2015 – 31 December 2020)

1. Red Cross will coordinate with each facility owner, local emergency managers, and shelter partners to schedule a site visit to conduct a shelter facility survey. This will ensure the facility meets the general guidelines set for emergency shelters before travel is required
2. Local emergency management will invite local PHEP, sanitarians, ADA ambassadors, and other stakeholders (e.g., LEPC/TERC) and inform them of the scheduled shelter facility site visit. Assistance in identifying with an ADA ambassador can be facilitated by DPHHS PHEP
3. Red Cross and local coalitions perform a site survey, and identify gaps in infrastructure that may be improve the accessibility of the facility
4. If agreed upon that this facility should be used, Red Cross will proceed to secure a written agreement between the facility owner and the Red Cross
5. After receiving the signed agreement, Red Cross imports facility information into NSS
6. If there are deficiencies in the shelter location, but it is determined that some repairs would make the facility acceptable, the local coalitions will discuss this options with the facility owner. If the facility owner is in agreement, they will jointly develop a shelter improvement plan for the shelter facility. Upon completion, the shelter improvement plan is returned to the local emergency manager
7. The local emergency manager will submit grant applications, and coordinate any other fund raising activities
8. Upon receiving funds, the improvements are made to the facility
9. Red Cross will conduct another shelter facility survey, if needed, and update information in the NSS

Disaster Shelters – Facility Selection Considerations

Disaster Shelters

Definition: Sheltering is the provision of life-sustaining services in a safe, sanitary, and secure environment for survivors who have been affected by disasters and people who evacuate before a disaster strikes.

Purpose: In the event an emergency or disaster, volunteer organizations may be invited to conduct sheltering operations for persons (survivors) who have been temporarily displaced and do not have immediate alternate shelter options.

Considerations: Disaster sheltering is available for all emergency disaster survivors, no survivor will be turned away as long as they do not present a threat to other survivors. Homeless, A&FN, and any other affected community member will be permitted into a disaster shelter.

- A request to open a shelter will usually come through Emergency Management .Requests to open a shelter must come to the Red Cross Disaster Services phone number through the phone number **1-800-ARC-MONT** (1-800-272-6668)
- Red Cross Shelters will remain open as long as Red Cross and Emergency Management deem is necessary. Once housing or alternative lodging is available, shelters will be closed.
- Most shelters in Montana are operated by the Red Cross or a Red Cross Partner
- Events that affect city centers will require more sheltering per survivor than events that affect rural and frontier communities

General Recommendations

Prioritizations:

1. It is best to have a mix of large, medium, and small shelter locations so the most appropriate size shelter can be selected in an event
2. Jurisdictional capacity recommendations are more important than the recommended number of shelters - assuming that at least one shelter option will be unavailable after an event
3. The fewest number of shelters possible is recommended for larger jurisdictions in order to reduce shelter staffing and resource needs in a major event

Jurisdiction Population: Less than 200 people

Recommended Number of Shelters: 0-1 (situation dependent)

- Hub for several frontier homesteads
- Proximity and capacity of nearest shelter(s)
- Probability of adjacent jurisdictions being impacted by the same event

Recommended Jurisdictional Shelter Capacity: 10% of Potential Population

Jurisdiction Population: 200-4,000 people

Recommended Number of Shelters: 1 Primary, + 1 Shelter per 1,000 People

Recommended Jurisdictional Shelter Capacity: 10% of Jurisdictional Population

Jurisdiction Population: More than 4,000 people

Recommended Number of Shelters: 1 Primary, 4 Alternate, + 1 Shelter per 10,000 People

Recommended Jurisdictional Shelter Capacity: 10% of Jurisdictional Population

Location Selection

Best Location: Community center, fairgrounds, event center, university gymnasiums, or large church which:

- Is a structurally safe, securable, and physically healthy environment

Disaster Shelters - Facility Selection Considerations

- Is available 24/7/365 for at least a 2 weeks duration
- Meets all infrastructure needs (see below) with 100% A&FN accommodation / ADA compliance

Next Best Location: Community center, fairgrounds, event center, or small church which:

- Is a structurally safe, Securable and physically healthy environment
- Is available 24-48/7/365 For at least 2 weeks duration
- Meets most infrastructure needs (see below) with reasonable A&FN accommodation / ADA compliance
- Is able to accommodate additional sheltering resources with ease of accessibility:
 - Port-a-johns (ADA)
 - Portable (mobile) showers (ADA)
 - Mobile kitchens
 - Mobile generator wired into building

Third Best Location: Public, private, or faith-based high and middle school gymnasiums (preferably detached) which:

- Is a structurally safe, securable, and physically healthy environment
 - Is available 24/7/365 for at least a 2 weeks duration
 - Meets all infrastructure needs (see below) with 100% A&FN accommodation / ADA compliance
- NOTE: The reason schools are not as ideal as other locations are because of availability. Three quarters of the year school is in session. After an event, schools will want to reopen as quickly as possible. However, because of all of the reasons schools are such great shelter locations; they are naturally the best alternate shelter locations.

Other Potential Locations for Shelters:

- Commercial Retreat Venues
- Conference Centers
- Fraternity venues (e.g., Masons, VFW)
- Campgrounds

Locations to Avoid for Shelters:

- Elementary Schools – the on hand resources are cramped and uncomfortable for shelter patrons and staff
- University Dormitories – disaster sheltering requires certain functions which are unable to be achieved in this setting; however, dormitories may be feasible for temporary housing situations

Infrastructure Needs

The following should include reasonable A&FN accessibility / ADA compliance:

- 3-8 Breakout Rooms (e.g., first aid, day care, staff meetings, etc.)
- Showers and Restrooms (enough to meet maximum shelter occupancy)
- Commercial Kitchen (large enough to meet maximum shelter occupancy)
- Refrigeration (enough to meet maximum shelter occupancy, medication storage)
- Fixed backup generator
 - Minimum recommendation - permanent/fixed electrical wiring harness wired into the building's electrical system enabling the building to be powered off of a mobile generator
- Air purification/clean air overpressure capability

Complexities

Some facilities have considerations which may make them more or less ideal.

All-Hazard Awareness:

- Avoid selecting locations which are vulnerable to hazards (e.g., [Flood Plain](#), [Wildland Urban Interface](#))

Churches:

- Often not required to build to ADA regulations
- Some patrons may not want to shelter in a religious facility
- Small churches may not want to have sheltering operations interfere with religious services

Schools:

- Only available for more than a few days for conducting sheltering operations for 3/4 of the year
- Older schools may not be up to ADA compliance

For Profit Venues (e.g., Event Centers, Retreats, Conference Centers, etc.):

- May be hesitant to cancel profitable events in order to continue sheltering
- This may be applicable to community centers as well; however, not as severely as for profit venues

Shelter Proximity to Non-Disaster Facilities

Facilities (commercial or nonprofit) which may be beneficial to have within walking distance from a shelter. These facilities may be beneficial to shelter operations or shelter patrons.

1. Super Store
2. Grocery Store
3. Pharmacy

Shelter Proximity to other Disaster Facilities

Collocated – Same Room or Same Building (Sharing a facility)

Adjacent – Across the Street to 2 blocks away (Across the Street)

Nearby – 2 blocks to 5 blocks (Walking Distance)

Separated – more than 5 blocks (Transportation may be needed)

Best (Green Field) – Ideal circumstance

Yes – Feasible circumstance

“Blank” – Not Advised

Facility	Collocated	Adjacent	Nearby	Separated	Discussion
Disaster Feeding Center	Yes	Yes	Best	Yes	Best to keep fixed feeding locations away from shelters; however, if conditions are limited or the population needing feeding is low, having feeding in a shelter is possible. Most likely the location for feeding will be where the need is the greatest (e.g., where emergency operations and affected public interact the most, such as a Respite Center). In major events there may be multiple feeding locations.
Volunteer Reception Center			Yes	Best	Spontaneous Unaffiliated Volunteers (SUVs) frequently come in from outside of the affected area. It is best to keep them generally separated from sheltering persons for rest and emotional respect purposes. However, as some survivors who are staying in a shelter, it may be feasible to have the VRC in walking distance from the shelter; however, this variable may be outweighed by more substantial VRC related concerns.
Family Assistance Center & Family Reception Center			Yes	Best	Grieving families, most of whom likely being from outside of the affected area, will want to be separated from survivors in general, and the shelter population will likely not want to come together with persons in the FAC/FRC. Transportation between the will frequently be established, however a FAC/FRC can be within a 2-5 block area of a shelter.

Disaster Shelters - Facility Selection Considerations

Multi-Agency Resource Center	Yes	Yes	Best	Yes	Definitely not in the same room as sheltering; however, may be in the same building if the building is large enough to support both activities independently. If in the same building, extra security measures will be needed.
Disaster Recovery Center	Yes	Yes	Best	Yes	Definitely not in the same room as sheltering; however, may be in the same building if the building is large enough to support both activities independently. If in the same building, extra security measures will be needed.
In-Kind Donations Warehouse			Best	Yes	Warehousing will likely be conducted in larger jurisdictions at a fixed site; therefore, in some places the warehousing location selection is unalterable. However, in smaller jurisdictions and the locations of alternate warehousing may still be selected. The location should not be in the same building as sheltering operations. However, it may be beneficial to have warehousing activities within walking distance of a shelter in the event that shelter patrons would like to volunteer at the warehouse.
Points of Distribution commodities	Yes	Yes	Best	Yes	Definitely not in the same room as sheltering; however, may be in the same building if the building is large enough to support both activities independently. If in the same building, extra security measures will be needed.
Points of Dispensing medical	Yes	Yes	Best	Yes	Definitely not in the same room as sheltering; however, may be in the same building if the building is large enough to support both activities independently. If in the same building, extra security measures will be needed.
Medical Shelters	Best	Best	Yes		Because there is a potential for family members of persons in a medShelter to be staying in a disaster shelter, it is good to have them close by to each other. This may also reduce the amount of staffing. However, it is not ideal to have the two shelters operating in the same room without a physical divider between the two activities with security for access to the medical side. It is important to have additional privacy and security for medical patients.
Pet Shelters	Yes	Best	Yes		There is significant evidence that people having access to their pets is a critical component of stress relief. Pets are also considered to be members of families. For these reasons, pet sheltering should be as close as possible. However, pets cannot stay with their human family members in the general shelter. If pets are going to be cared for in the same building or just outside of a building used for general sheltering, then significant considerations need to be addressed. It may be more feasible to house pets adjacent to the shelter (across the street-2 blocks away.
First Aid Station	Yes	Best	Best	Best	Red Cross shelters attempt to have a registered nurse at all of their shelters, and this person often conducts the tasks that will be conducted at a shelter. Consequently, most shelters do not have a dedicated First Aid Station. Therefore, if a First Aid Station is needed its location should be strategically selected in order to do the most good. This will be event specific.
Respite Center		Yes	Best		These locations have many people (responders, survivors, media, volunteers, etc.) coming through for rest, refreshments, and information. These locations may best be located with fixed feeding locations, so it is possible that they could be close to sheltering; however, it is best to keep them as separate as possible in order to avoid disturbing the shelter patrons.
Alternate Emergency Operations Center			Yes	Best	People frequently seek out as much information as possible in disaster events. If the location of the EOC is known, or what the activity in the EOC is well understood, then the EOC will have to manage inquiries on top of coordinating resources and information. Therefore, to enable greater efficiency and effectiveness in EOC operation, it is best to keep the EOC as far as necessary to stay avoid disruptions from the curious public yet also stay engaged with critical disaster response activities.
Temporary Morgue			Yes	Best	It is illegal to provide general public access to human remains during death investigation or before an autopsy. Not all disaster incidents will require death investigations or autopsies. However, security over human remains is important in all disasters. Further, it is disquieting for disaster survivors who are staying in a disaster shelter to be near human remains.

Access & Functional Needs (A&FN) Considerations

Disaster shelters are required to by law to make “reasonable accommodations” for A&FN communities. This requires the temporary enhancement of shelter facilities which are ADA deficient (for the legal parameters of

ADA compliance see Appendixes A and B). This is a brief synopsis of accommodations which may assist in identifying the best facility for jurisdictions.

Transportation and Parking

- Public Transportation Access
- Pavement of parking lot
 - Dirt
 - Loose, Packed, Triple Packed Gravel
 - Large Stone, Pea, Crushed Gravel
 - Paved Asphalt or Concrete
- Painted (marked) Parking for all A&FN spaces
- Painted (marked) Drop-off areas

A&FN Categories, but not limited to:

1. Visually Impaired
2. Deaf & Hard of Hearing
3. Mobility Impaired
4. Single Working Parent
5. Non-English Speaking
6. Without Vehicles
7. Special Dietary Need
8. Medical Conditions
9. Intellectual Disabilities
10. Dementia

Access to Entrances

- Accessible path of travel
 - Stairs (e.g., no ramp, difficulty for someone with a stroller or wheelchair to navigate)
 - Presence or location of curb cuts (e.g., is curb cut access blocked by an ADA or other parking spot)
 - Obstacles blocking curb cut (e.g., trash can)
 - Are there obstacles restricting handrail usage (e.g., chained bikes, can a bike rack be added to deter chaining bikes to handrails)

Door and Hallway

- Level landing large enough to accommodate a wheelchair in front of each door
- Flower pots, Ashtrays, Signage or other obstacles limiting available space for movement
- Is the door hardware functional for persons with grip difficulty (e.g., round doorknobs vs lever)
- Functionally unmarked obstacles which a blind person can walk into (e.g., winding staircases, hanging signage)

Restrooms

- Family / Unisex Restroom
- Open space for wheelchairs
- Secure handrails
- Knee clearance under sinks
- Faucet hardware functional for persons with grip difficulty (e.g., knobs vs levers)

Showers

- Shower with no ledge (fixed handrails and lift able seating preferable)
- Hand held shower head
- Shower bench

Durable Medical Equipment

- Traditional sheltering space per person is 20 sq. ft. for evacuation (E) shelters and 40 sq. ft. for post impact (P) shelters (i.e., standard disaster shelters). Individuals with A&FN may require more space in order to accommodate durable medical equipment
- Durable Medical Equipment will typically require access to 110 V power; therefore, persons with these types of equipment will need to be located near a functional power outlet or another source of electricity

Other A&FN Considerations

- Personal care takers may need space at the shelter

Disaster Shelters - Facility Selection Considerations

- Service animal facilitation
- Sign language, interpreters, communication enabling devices
- Access to all areas (eating area, medical, drinking fountain, etc.)

Gaps and Miscellaneous Issues

Host-State Sheltering – A State or Indian Tribal Government that by agreement with FEMA provides sheltering and evacuation support to evacuees from an impact-State. An Indian Tribal government may also be referred to as a “Host-Tribe.”

Tax credits – available for small businesses when ADA enhancements are made to their facilities

- Tax Incentives Packet on the Americans with Disabilities Act:
<http://www.ada.gov/Arccrosshive/taxpack.htm>
- ADA Tax Incentives Available for Businesses at State and Federal Level:
<http://www.adainformation.org/ADA-Tax-Incentives-Press-Release>
- Tax Incentives for Improving Accessibility: Tax Credit & Tax Deduction:
<http://www.adainformation.org/blog/tax-incentives-improving-accessibility-tax-credit-tax-deduction-philip-williams>

FEMA Disaster Assistance Policy 9523.15 – This policy identifies the expenses related to State and local emergency evacuation and sheltering activities that are eligible for reimbursement under the Category B, Emergency Protective Measures provisions of FEMA’s Public Assistance program, following an emergency or major disaster declaration

FEMA Recovery Policy 9525.2 – Establish the criteria by which applicants will be credited for volunteer labor, donated equipment, and donated materials used in the performance of eligible emergency work

Disaster Facilities – Definitions and Operational Considerations

Disaster Feeding Center

Definition: Feeding is the provision of meals, snacks, and hydration to the affected population and responders. A feeding center is a mobile or fixed location where survivors, responders, aid workers, and other disaster related persons receive free food provided by a non-profit or third party vendor.

(Source: FEMA, 2008, [Emergency Support Function #6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex](#), 6)

Purpose: Provide food and beverages to persons who are displaced or assisting with recovery operations.

Considerations: Disaster Feeding Centers are typically only opened during events that fall within a formal emergency management definition of a disaster:

Disaster: a sudden, calamitous event that seriously disrupts the functioning of a community or society and causes human, material, and economic or environmental injury, damage, or losses that exceed the community's or society's ability to cope using its routine resources; often requiring assistance from outside the community or society.

For more information on the parameters of a disaster event, see:

[Perry, R.W.; Quarantelli, E.L. \(2005\). *What is a disaster: New Answers to Old Questions*. International Research Committee on Disasters. ISBN 1-4134-7985-5](#)

Volunteer Reception Center (VRC)

Definition: A location where spontaneous unaffiliated volunteers (SUV) are received, briefed, interviewed, matched to organizations that need volunteers, wavered, and potentially badged.

(Source: Volunteer Florida, 2006, [Disaster Volunteer Reception Center: Agency Orientation Packet](#), 3)

Purpose: SUVs arrive from outside of the local community and emerge from the local community within 12-72 hours after any disaster event of significant size. SUVs frequently do not have liability coverage, training, or understanding of where they can assist with response or recovery efforts. The VRC coordinates the process of connecting the unaffiliated volunteers with organizations who are responding or assisting with recovery efforts, provides volunteer situational awareness and safety briefings, assess individual skills to find the best match to volunteer needs, ensures a legal waiver of liability is signed, and provides badging to match accessibility needs to conduct their task.

Considerations: VRCs only connect SUVs to the volunteer needs of the response or recovery efforts. A VRC does not manage In-Kind Donations, Cash Donations, or Volunteer Organizations Active in Disasters.

- In some instances a VRC can assist in coordinating SUVs in preparation for an emerging disaster (e.g., sandbag filling in preparation for a flood event)
- In small jurisdictions, VRCs will not be needed to address local SUVs as social networks will likely already be established to address the coordination needs; however, a VRC may still be needed to address an influx of SUVs arriving from outside the affected area because they are not part of the communities social network

Family Assistance Center (FAC) / Family Reception Center (FRC)

Definition: *FRC* is a bereavement sanctuary for the family members of victims and missing persons. A *FAC* is an *FRC* that also has Coroner-Family interactions, facilitated reunification operations, case work, and assistance programs available for family members. *FACs* will always be established by NTSB in a mass transit disaster; however, local emergency management may use them in other types of disasters.

(Source: National Association of County & City Health Officials, 2011, [Managing Mass Fatalities: A Toolkit for Planning](#), Family Assistance)

Purpose: Disaster events are grievous events; however, when loved ones are found safe families can be overwhelmed with thankfulness. In order to protect the sanctity of the grieving families from witnessing the joy of other families who have been reunified with survivors, a specific location for the families of missing survivors and decedent victims should be established.

Considerations: FAC are limited to formal disaster events. FAC addresses the needs of the family members of missing survivors or decedent victims, and provided a physical location for Coroner-Family interactions and also facilitated reunification operations. Coroner public address and remains management operations will not occur at a FAC. These activities are conducted at a FRC/FAC:

FRC

- Bereavement Sanctuary
- Emotional and Behavioral Health Information
- Faith Based Assistance (potentially)

FAC

- Bereavement Sanctuary
- Medical Examiner/Coroner (ME/C) – Family Member Meetings and Briefings
 - Collection of antemortem data for identification of human remains
 - Death notification
 - Facilitate the processing of death certificates
 - Release of human remains for final disposition
- Facilitated Reunification (missing persons)
- Emotional and Behavioral Health Assistance
- Funeral Assistance
- (Life) Insurance Assistance

Typical organizations who participate in FAC operations and support include:

- ME/C Office
- Mental Health (for family)
- Red Cross
- Salvation Army
- Faith-based organizations
- Human Services
- Public Health
- Nonprofit organizations
- Local volunteer agencies

Further:

- In the event of a technological disaster, the organization responsible for the incident may establish the FAC and provide housing for the family members
- Housing for family members who are not survivors may not be provided by a disaster shelter

Multi-Agency Resource Center (MARC)

Definition: A location for survivors to meet organizations that provide response or recovery support directly to survivors.

(Source: American Red Cross, [Multi-Agency Resource Center Workshop: Best Practices](#))

Purpose: In order to reduce the effort for individual organizations to find survivors by walking the affected area door-to-door and increase accessibility to support for survivors, a MARC is a one-stop-shop to match

survivors with needs to organizations providing support. In some cases, casework can begin; in other cases, products or information can be provided to the survivor.

Considerations: MARCs are not limited to formal disaster events. Non-Profit organizations, For-Profit organization, Local and State government agencies may all have a presence at a MARC. Needs that may be addressed in the MARC:

- Advocacy
- Clothing
- Children and Youth Services
- Debris Removal
- Documentation Replacement
- Domestic Animal Assistance
- Education or Job Training
- Employment
- Financial Assistance Advising
- Funeral Assistance (if no FAC)
- Functional Needs
- Food / Nutrition
- Household Goods
- Housing
- Emotional / Spiritual Care
- Medical Assistance
- Missing Persons (if no FAC)
- Mold Remediation
- Repair and Rebuild
- Transportation
- Utilities

Further:

- Small jurisdictions may not choose to have a MARC for events that a larger jurisdiction would
- Unique events, or small events that affect an Access & Functional Needs population directly may justify a MARC
- It is good to collocate a MARC with a DRC

Disaster Recovery Center (DRC)

Definition: A location for survivors to meet state and federal government agencies that provide response or recovery support directly to survivors.

(Source: FEMA, 2015, [Disaster Recovery Centers](#))

Purpose: A location where state and federal government casework for survivors begins.

Considerations: FEMA DRCs are limited to a federally declared disaster (a Stafford Act declaration). If a federal declaration is not declared and FEMA does not open a DRC, then state government agencies will likely operate out of a MARC as opposed to opening their own DRC. If a DRC is open, it is good to collocate it with a MARC. Services which may be available at a DRC include:

- Guidance regarding disaster assistance and programs
- Guidance in the application for Disaster Assistance
- Clarification of any written correspondence received
- Housing Assistance and Rental Resource information
- Answers to questions, resolution to problems and referrals to agencies that may provide further assistance
- Status of applications being processed by FEMA
- [SBA program information](#) if there is a SBA Representative at the Disaster Recovery Center site
- [Crisis Counseling Program](#)
- [Disaster Legal Services](#)
- [Disaster Unemployment](#)
- [Funeral Assistance - Individuals and Households Program](#)

In-Kind Donations Warehouse

Definition: A location where donated items are received, sorted, warehoused, and distributed or disseminated from.

(Source: FEMA, 2008, [Emergency Support Function #6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex](#), 7 & 8)

Purpose: In the event of a disaster, Samaritans will commonly donate commodities to the survivors. Although, to a certain degree this is discouraged due to logistical and staffing constraints, in-kind donations are often unavoidable and will require staffing and processing. Therefore, a warehouse will be needed to receive, sort, store, and distribute or disseminate in-kind donations.

Considerations: A donations warehouse will likely only be needed in a disaster event; however, one may be needed to support a crisis event.

- Warehousing operations will require special equipment (e.g., forklifts, etc.)
- In-Kind food donations will likely be routed to a local or nearby food bank due to their expertise and standing logistical capabilities
- Unused or un-disseminated donations will likely be donated to another volunteer organization, to be used in another national or international disaster event or other humanitarian effort. This is due to the potential social backlash for destroying items persons donated within a charitable spirit

Point of Distribution (cPOD)

Definition: A location where government provided emergency/mitigation commodities can be disseminated to persons in a (potentially) affected area.

(Source: FEMA, 2010, [IS-26: Guide to Points of Distribution](#))

Purpose: Certain events may disrupt certain government functions essential to individual survival (e.g., municipal water supply), or may require additional mitigation efforts to protect personal property (e.g., sandbags). Points of Distribution (POD), frequently called FEMA PODs (although almost never operated by FEMA), is the location where persons in the community can receive these emergency/mitigation items or supplies. Because points of distribution PODs share the same name as points of dispensing PODs, for the purpose of this activity we will use the following acronyms to differentiate between commodities PODs (cPOD) from emergency medical countermeasures PODs (mPOD).

Considerations: cPODs are typically established in disaster events (pre-, response, and recovery stages); however, may also be established in unique circumstances that are not considered a disaster. cPOD operations at typically government operations coordinated by local or state emergency management; however, other government, for-profit and non-profit organizations can participate or establish their own. The defining element is that cPODs distribute emergency/mitigation *supplies* or *items* to persons in the (potentially) affected area.

- In-Kind donations may be disseminated to survivors from a cPOD location

Point of Dispensing (mPOD)

Definition: A location where government provided medication can be dispensed and health information can be disseminated to persons in a (potentially) affected area.

(Source: DPHHS, 2014, Strategic National Stockpile and Emergency Medical Countermeasures Annex)

Purpose: During a public health emergency, such as a large scale disease outbreak or bioterrorism event, Public Health may be tasked to provide antibiotics or vaccines to all members of our community potentially exposed to the identified disease. mPODs may be used during these public health emergencies to prevent illness from potential exposure to the disease. Because Points of Distribution (product: commodities) share the same acronym as Points of Dispensing (product: medication) we will use the following acronyms to differentiate between commodities PODs (cPOD) from emergency medical countermeasures PODs (mPOD).

Considerations: mPODs may occur before or after a disaster event. An mPOD may even prevent an Outbreak, Pandemic, Epidemic, etc. from becoming a disaster event. mPODs can come in many different forms; from mass vaccination clinics to closed prophylaxis PODs, form latex gloves to full body PPE, mPODs can have a wide variety of constraints and limitations.

- Medical and support staffing is limited
- Large number of individuals may arrive at a POD causing heavy facility use, and potential traffic congestion in the immediate area

Alternate Care Facility (medShelter)

Definition: A location for medical care and sheltering if a fixed medical facility is damaged and evacuation and sheltering is required for persons with medical support needs.

(Source: American College of Emergency Physicians, 2001, [Medical Shelter Toolkit](#))

Purpose: Disasters can overwhelm or damage hospitals and assisted living centers; therefore, a location for sheltering persons with medical needs should be identified before an event occurs.

Considerations: medShelters will require a more robust infrastructure to support their operations than most other shelters will need. Consequently, investment is a must in order to prepare a facility to act as an alternate care site. However, because it is less likely that a single structure in the community will be hit, in most jurisdictions the primary shelter will suffice as the alternate care shelter, with the understanding that the alternate care shelter will likely take precedence if a hospital, hospice, or assisted living center is required to evacuate.

Pet Evacuation Care Center (petShelter)

Definition: A location for animals which the owner considers to be their household pet is cared for in the event of a disaster.

(Source: FEMA, 2008, [Emergency Support Function #6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex](#), 7)

Household Pet – A domesticated pet, such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes and can travel in commercial carriers and be housed in temporary facilities. Household pets do not include reptiles (with the exception of turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.

Purpose: Because pets are critical members of a family, they need to be treated as well as any other family member; however, as they are not people and require unique needs, they cannot be housed in a shelter.

Considerations: A pet is defined by its owner; therefore, a petShelter needs to be very flexible about the size and type of animals it can support.

- Pet owners will need to be able to access their pets

First Aid Station

Definition: A location to address minor cuts, abrasions, strains, and emotional distress; and to refer persons with more serious injuries or behavior health issues to a more appropriate facility.

(Source: FEMA, 2008, [Emergency Support Function #6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex](#), 6)

Purpose: Medical facilities are commonly overwhelmed in the event of a disaster; therefore, in order to provide faster service to persons with minor injuries and lighten the burden on clinics and hospitals, First Aid Stations are commonly established. These stations are frequently staffed by volunteers who have first aid credentials (e.g., lifeguard, Red Cross first aid, Ski Patrol, Search and Rescue, etc.).

Considerations: First Aid Stations do not address medical issues that require EMS, Clinical, or Hospital levels of care. However, they do provide an in-the-field triage of sorts, identifying who can get by with a cleaning and a strong bandage, versus who needs to go to a clinic for stitches or a hospital for surgery.

- Red Cross will conduct first aid at shelter and other locations they establish, however they will not typically establish stand-alone First Aid Stations
- Stand-alone First Aid Stations will typically be established by local Public Health, Fire & Rescue, or Emergency Medical Services departments; however, will be staffed by first aid credentialed volunteers, not first responders

- Stand-alone First Aid Stations will be in a tent or under canopy near a disaster related survivor/responder congregation area
- In significant events, the medical reserve corps may be asked to perform some of the first aid functions
- The local coordinating agency for this task may be public health or emergency management
- The local lead agency for this task will depend largely on local assets and structure

Respite Center

Definition: A location for refreshments, rest, heat or air-conditioning, and general information.

(Source: FEMA, 2008, [Emergency Support Function #6 – Mass Care, Emergency Assistance, Housing, and Human Services Annex](#), 7)

Purpose: Break and general congregation area for responders, staff, volunteers, survivors, media, community members, and family members of survivors.

Considerations: May open in the first two hours of an event, depending on various factors (e.g., type of event, survivor and first responder needs, location and VOAD capabilities and resources near the location, etc.). The opening of a respite center may precede the opening of a shelter in the same location.

- If a respite center becomes a shelter, the shelter will no longer act as a respite center. If a respite center is needed after a conversion to a shelter, a new respite center will need to open in a different location.
- Red Cross Respite Centers might target fewer audiences than one established by local emergency management

Alternate Emergency Operations Center (altEOC)

Definition: A location where Emergency Operations and Coordination can be conducted if the primary location is damaged or otherwise unavailable in the event of a disaster.

(Source: FEMA, 2013, [EOC Assessment Checklist](#))

Purpose: Emergency Operations Centers are locations where external stakeholders (e.g., public works, volunteer organizations, non-responder local agencies, etc.) provide situational awareness and receive and common operational picture, as well as receive resource requests.

Considerations: Non-incident command subordinate response organizations and resource requests are coordinated at the EOC.

Temporary Morgue (altMorgue)

Definition: a location where human remains can be stored and protected if the morgue is damaged or unable to meet capacity needs.

(Source: National Association of County & City Health Officials, 2011, [Managing Mass Fatalities: A Toolkit for Planning](#), Morgue)

Purpose: In most significant disaster events, there is loss of human life. In many places in Montana, the mortuary systems have low capacity (1-5). In situations where there is a minor impact to local mortuary systems, Montana Mutual Aid Agreements (Mutual Aid) enables human remains to be temporarily stored in other jurisdictions. However, in a significant disaster event Mutual Aid may be overwhelmed; in which case an altMorgue may be required by law.

Considerations:

- altMorgues have specific temperature and security requirements

Appendix A

Shelter Facility Survey

ARC

Important: This is the 2011 ARC Shelter Facility Survey. The 2015 Survey has not yet been published. When it has been published, the State of Montana will disseminate the 2015 Survey to county and tribal governments.

BASIC SHELTER INFORMATION

Site Name/ School District _____ NSS ID# _____ Date _____

Name of building _____ Building # _____ of _____

Phone # _____ Fax # _____ Website _____

Shelter address _____

Town/ City _____ County/ Parish _____ State _____ Zip Code _____

Mailing Address (if different) _____

Town/ City _____ County/ Parish _____ State _____ Zip Code _____

Agency operating shelter (check one) Red Cross FEMA DHS TSA SBC Other _____

Shelter agency type (check one) Red Cross managed Red Cross partner Red Cross supported Independent _____

Shelter type (check all that apply) Evacuation General Medical Other _____

General facility notes _____

Shelter Capacity

Use the calculations to calculate the capacity for sleeping space.

Total sq feet _____ Evacuation _____ usable sq ft ÷ 20 sq ft/person = _____ person capacity

_____ Post Impact _____ usable sq ft ÷ 40 sq ft/person = _____ person capacity

Sq feet usable for sleeping space _____ Other _____ usable sq ft ÷ _____ sq ft/person = _____ person capacity

Geographic Information

Use major landmarks (e.g. highways, intersections, rivers, railroad crossings, etc.) that will be easily recognizable in a disaster. Latitude and longitude coordinates can be found at online web sites, using a global positioning system device, or will auto populate when the address is entered into the National Shelter System.

Latitude _____ Longitude _____ Elevation _____

In storm surge/evacuation Yes No Hurricane category or evacuation area _____ No In flood plain Yes No year flood impact No

Directions to facility _____

Point of Contact to *Authorize Use* of Facility

Name _____ Title _____ Phone # _____

24 hour # _____ Fax # _____ Email _____

Contact notes _____

Point of Contact to *Open* Facility

Name _____ Title _____ Phone # _____

24 hour # _____ Fax # _____ Email _____

Contact notes _____

Alternate Point of Contact

Name _____ Title _____ Phone # _____

24 hour # _____ Fax # _____ Email _____

Contact notes _____

Pet Shelter

Pet shelter space available on site Yes *answer questions below* No nearest location _____

Separate ventilation system Yes No Cement or tile floors with drains Yes No Outdoor space to relieve pets Yes No

Agency that will operate the pet shelter _____ Phone # _____ 24 hour # _____

ADDITIONAL INFORMATION

Shelter agreement signed Yes No Date signed _____ Notes _____

Pre-designated shelter team assigned Yes Team name _____ No

Current facility floor plans available Yes Location of copies _____ No

International Association of Venue Managers (IAVM) facility Yes No

Use the [Standards for Selection of Hurricane Evacuation Shelters](#) to select hurricane evacuation shelters. In this document, you will find a planning process that involves many factors (e.g. technical information for storm surge and flood mapping). This process requires close coordination with local officials for technical information to make decisions about hurricane shelter suitability. Use the Facility Construction section to assist with determining whether this can be a hurricane evacuation shelter.

Shelter can be a hurricane evacuation shelter Yes No Notes _____

Survey Conductors *(List all who participated in the survey)*

Name	Title	Organization	Phone #
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

LIMITATIONS OF FACILITY USE

Check one This facility will be available for use at any time during the year This facility is only available for use during the time periods listed below This facility is not available for use during the time periods listed below

Dates (mm/dd/yyyy)	Times (hh:mm)	Dates (mm/dd/yyyy)	Times (hh:mm)
From _____	<input type="checkbox"/> AM <input type="checkbox"/> PM	From _____	<input type="checkbox"/> AM <input type="checkbox"/> PM
To _____	<input type="checkbox"/> AM <input type="checkbox"/> PM	To _____	<input type="checkbox"/> AM <input type="checkbox"/> PM

List any recurring dates that the facility is not available (e.g. every sunday) _____

Areas of the facility that are restricted during use _____

FACILITY CONSTRUCTION & SAFETY

Facility Construction

Construction material Wood Masonry/Brick Pre-fab Bungalow Concrete Metal Trailer Pod Other _____

stories/floors _____ Notes _____

Elevator Yes No Location _____ Notes _____

Open roof-spans (see [Standards for Selection of Hurricane Evacuation Shelters](#) for current standards) Yes No Length _____ No

Windows in sleep area Yes No If yes, shatter protected Yes No If yes, protected with shutter Yes No

Fire & AED Safety

Some facilities may not meet fire codes based on building capacity. The questions below are a general reference. Contact your local fire department with questions or for more information.

Fire alarms & systems (check all that apply) Working smoke detectors Inspected fire alarm system Functional sprinkler system Functional direct fire department alert

Comments from fire department _____

AED(s) on site Yes No Location _____ No

Facility Inspection Point of Contact

If requested, who would inspect this facility post-impact to determine it is safe to occupy?

Name _____ Title _____ Phone # _____

24 hour # _____ Fax # _____ Email _____

Contact notes _____

SANITATION, FEEDING & UTILITIES

Sanitation, Utilities & Power

The recommended ratio for toilet facilities is a minimum of 1 toilet for 20 people. The optimum scenario for showers is 1 shower for every 25 residents. Count all facilities that will be available to shelter residents and staff.

Showers available Yes # of showers _____ No Toilets available Yes # of toilets _____ No

Check all that apply Heating Electric Natural Gas Propane Fuel Oil Cooling Electric Natural Gas Propane

Check all that apply Cooking Electric Natural Gas Propane Water Municipal Well(s) Trapped

Self-sufficient power Yes Type _____ No

Note fuel requirements, generator capacity, facility areas supported by generator(s), and other relevant information.

Emergency generator on site Yes No Notes _____

Feeding

Food Prep (check all that apply) Warming oven kitchen Full service Central kitchen (delivery)

Food stock stored on site Yes # meal can be served _____ No Refrigeration units on site Yes # units _____ No

Seating capacity Cafeteria _____ Snack Bar _____ Other indoor seating _____ Total estimated seating capacity for eating _____

Notes on feeding _____

ACCESSIBILITY

See accompanying Shelter Facility Survey-Accessibility Instructions.

Facility Construction Facility built in 1993 or later, or extensively altered in 1992 or later. _____ Yes No

Parking Areas Parking available. _____ Yes No

Answer below if parking is available

Accessible parking space(s) Yes No Notes _____

Van accessible parking space(s) Yes No Notes _____

Drop-off/Loading Area Permanent drop-off area/loading zone with marked access aisle or space available to designate as temporary drop-off area/loading zone. _____ Yes No

Facility Entrance

- Sidewalk connects parking area and any drop-off area to at least one facility entrance. Yes No
- Route from accessible parking spaces and any drop-off area/loading zone to at least one facility entrance has no steps or curbs without curb cuts. Yes No
- Where route crosses curb, curb cuts are at least 36" wide. Yes No
- Automatic doors or doors without knob hardware. Yes No
- Doorways at least 32" wide when door is open. Yes No
- Level landings on interior and exterior sides of entry door. Yes No
- No objects protrude from the side more than four inches into the route to the facility entrance. Yes No
- If the main facility entrance does not appear to be accessible, another entry is accessible. Yes No
- A sign identifies the location of the accessible entrance. Yes No

Routes to Service Delivery Areas

- A route without steps is available to access each service delivery area, as well as restrooms and showers or service can be provided in area that can be accessed by route with no steps. Yes No
- Using a yard stick held horizontally at your waist level, walk from the facility entrance to each service delivery area, as well as restrooms and showers. Except at doorways (which must be only 32" wide), no part of the route is less than 36" wide. Yes No
- Route has vertical clearance of at least 80". Yes No
- No objects protrude from the side more than 4" into the routes to the various service delivery areas. Yes No
- Automatic doors or doors without knob hardware. Yes No
- Doorways at least 32" wide when door is open along routes to each service. Yes No
- If a service delivery area is accessible only by elevator, there is back-up power for the elevator(s). Yes No

Ramps

- Ramps are at least 36" wide, have handrails on both sides 34"-38" above the ramp surface, and have level landings at least 60" long. Yes No
- If yes, type of ramp** Fixed Portable Not provided
- If ramps are longer than 30 feet, a level landing at least 60" long is provided every 30 feet. Yes No

Restrooms

- Area where person in a wheelchair can turn around (60-inch diameter circle or T-shape turn area). Yes No
- Doorways at least 32" wide when door is open. Yes No
- Doors without knob hardware. Yes No
- Toilet seat is 17"-19" high. Flush control is automatic or manual control on the open side of the toilet and no higher than 48". Yes No
- Toilet's centerline is 16"-18" from the nearest side wall. Yes No
- Stall at least 60" wide and 56" deep (wall-mounted toilet) or 59" deep for (floor mounted toilet). Yes No
- Space at least 9" high is provided beneath the front and one side of the stall. Yes No
- Appropriate grab bars. Yes No
- Toilet paper dispenser is within 36" of the rear wall. Yes No
- At least one accessible sink. Yes No

Showers

Showers available. Yes No

Answer below if showers are available

At least one accessible shower stall with appropriate grab bars. Yes No

Stall type Transfer stall Roll-in shower Not provided

Shower seat 17"-19" high. If in transfer stall, seat is on the wall opposite the shower controls. If in roll-in shower, seat is on wall adjacent to the shower controls. Yes No

Hand-held shower spray with ability to mount at 48" (typically via a mount that can be adjusted along a fixed vertical bar), or alternatively a fixed shower head at 48". Yes No

Controls do not require tight grasping, pinching or twisting and are mounted 38"-48" high and no more than 18" from the front of the shower. Yes No

Eating areas

At least some tables have tops 28"-34" high and space underneath at least 27" high, 30" wide and 19" deep. Yes No

Serving line or counter no higher than 34". Yes No

Assessment

Relevant areas of the facility are accessible to people with disabilities without adjustments. Yes No

Facility has at least one accessible entrance and one accessible restroom, and otherwise is capable of being made accessible during a disaster with minor adjustments. Yes No

Facility would require extensive adjustments to be accessible during a disaster. Yes No

Adjustments for Accessibility (*Identify any adjustments or enhancements that should be made to make the relevant areas of the facility accessible during a disaster*) _____

OTHER CONSIDERATIONS

Additional Facilities & Space

Isolated care areas Yes No **Type of area** Rooms Shelter area Separate facility/area **Shelter registration area** Yes No

Laundry facilities Yes No **# of washers** _____ **# of dryers** _____ **Who can access the laundry facilities** Shelter workers Shelter residents

Special conditions or restrictions for laundry _____

Available Materials

One cot and two blankets per shelter resident is recommended. Note all available materials for shelter use in the notes section.

Cots available Yes No **# of cots** _____ **Location** _____

Blankets available Yes No **# of blankets** _____ **Location** _____

Children's supplies (e.g. cribs & changing table) Yes No **Chairs & tables available** Yes No **# of chairs** _____ **# of tables** _____

Notes _____

Appendix B

Shelter Agreement

ARC

**American Red Cross
Shelter Agreement**

The American National Red Cross ("Red Cross"), a not-for-profit corporation chartered by the United States Congress, provides services to individuals, families and communities when disaster strikes. The disaster relief activities of the Red Cross are made possible by the American public, as the organization is supported by private donations and facility owners who permit their buildings to be used as a temporary refuge for disaster victims. This agreement is between the Red Cross and a facility owner ("Owner") so the Red Cross can use the facility as an emergency shelter during a disaster.

DR#: _____ Facility: _____

Parties and Facility

Owner:

Legal name: _____
Chapter: _____
24-Hour Point of Contact:
 Name and title: _____
 Work phone: _____ Cell phone/pager: _____
Address for Legal Notices:

Red Cross:

Legal name: The American National Red Cross
Chapter: _____
24-Hour Point of Contact:
 Name and title: _____
 Work phone: _____ Cell phone/pager: _____
Address for Legal Notices:

Copies of legal notices must also be sent to:
The American National Red Cross, Office of the General Counsel,
2025 E Street, NW, Washington DC 20006
and
The American National Red Cross, Disaster Operations,
2025 E Street NW, Washington, DC 20006.

Shelter Facility:

(Insert name and complete street address of building or, if multiple buildings, write "See attached Facility List" and attach Facility List including complete street address of each building that is part of this Agreement).

Terms and Conditions

1. Use of Facility: Upon request and if feasible, the Owner will permit the Red Cross to use the Facility on a temporary basis as an emergency public shelter.
2. Shelter Management: The Red Cross will have primary responsibility for the operation of the shelter and will designate a Red Cross official, the Shelter Manager, to manage the sheltering activities. The Owner will designate a Facility Coordinator to coordinate with the Shelter Manager regarding the use of the Facility by the Red Cross.
3. Condition of Facility: The Facility Coordinator and Shelter Manager (or designee) will jointly conduct a pre-occupancy survey of the Facility before it is turned over to the Red Cross. They will use the first page of the [Facility/Shelter Opening/Closing Form](#), available on CrossNet, to record any existing damage or conditions. The Facility Coordinator will identify and secure all equipment that the Red Cross should not use while sheltering in the Facility. The Red Cross will exercise reasonable care while using the Facility as a shelter and will make no modifications to the Facility without the express written approval of the Owner.
4. Food Services: Upon request by the Red Cross, and if such resources exist and are available, the Owner will make the food service resources of the Facility, including food, supplies, equipment and food service workers, available to feed the shelter occupants. The Facility Coordinator will designate a Food Service Manager to coordinate the provision of meals at the direction of and in cooperation with the Shelter Manager. The Food Service Manager will establish a feeding schedule, determine food service inventory and needs, and supervise meal planning and preparation. The Food Service Manager and Shelter Manager will jointly conduct a pre-occupancy inventory of the food and food service supplies in the Facility before it is turned over to the Red Cross.
5. Custodial Services: Upon request by the Red Cross and if such resources exist and are available, the Owner will make its custodial resources, including supplies and custodial workers, available to provide cleaning and sanitation services at the shelter. The Facility Coordinator will designate a Facility Custodian to coordinate the provision of cleaning and sanitation services at the direction of and in cooperation with the Shelter Manager.
6. Security: In coordination with the Facility Coordinator; the Shelter Manager, as he or she deems necessary and appropriate, will coordinate with law enforcement regarding any public safety issues at the Shelter.
7. Signage and Publicity: The Red Cross may post signs identifying the shelter as a Red Cross shelter in locations approved by the Facility Coordinator and will remove such signs when the shelter is closed. The Owner will not issue press releases or other publicity concerning the shelter without the express written consent of the Shelter Manager. The Owner will refer all media questions about the shelter to the Shelter Manager.
8. Closing the Shelter: The Red Cross will notify the Owner or Facility Coordinator of the closing date for the shelter. Before the Red Cross vacates the Facility, the Shelter Manager and Facility Coordinator will jointly conduct a post-occupancy survey, using the second page of the Shelter/Facility Opening/Closing Form to record any damage or conditions. The Shelter Manager and Facility Coordinator or Food Service Manager will conduct a post-occupancy inventory of the food and supplies used during the shelter operation.
9. Reimbursement: The Red Cross will reimburse the Owner for the following:
 - a. *Damage to the Facility or other property of Owner*, reasonable wear and tear excepted, resulting from the operations of the Red Cross. Reimbursement for facility damage will be based on replacement at actual cash value. The Red Cross will select from among

bids from at least three reputable contractors. The Red Cross is not responsible for storm damage or other damage caused by the disaster.

- b. *Reasonable costs associated with custodial and food service personnel* which would not have been incurred but for the Red Cross's use of the Facility for sheltering. The Red Cross will reimburse at per-hour, straight-time rate for wages actually incurred but will not reimburse for (i) overtime or (ii) costs of salaried staff.
- c. *Reasonable, actual, out-of-pocket operational costs*, including the costs of the utilities indicated below, to the extent that such costs would not have been incurred but for the Red Cross's use of the Premises (both parties must initial all utilities to be reimbursed by the Red Cross):

	Owner initials	Red Cross initials
Water	_____	_____
Gas	_____	_____
Electricity	_____	_____
Waste Disposal	_____	_____

The Owner will submit any request for reimbursement to the Red Cross within 60 days after the shelter closes. Any request for reimbursement for food, supplies or operational costs must be accompanied by supporting invoices. Any request for reimbursement for personnel costs must be accompanied by a list of the personnel with the dates and hours worked at the shelter.

10. Insurance: The Red Cross shall carry insurance coverage in the amounts of at least \$1,000,000 per occurrence for Commercial General Liability and Automobile Liability. The Red Cross shall also carry Workers' Compensation coverage with statutory limits for the jurisdiction within which the facility is located and \$1,000,000 in Employers' Liability.

11. Indemnification: The Red Cross shall defend, hold harmless, and indemnify Owner against any legal liability, including reasonable attorney fees, in respect to bodily injury, death and property damage arising from the negligence of the Red Cross during the use of the Premises.

12. Term: The term of this agreement begins on the date of the last signature below and ends 30 days after written notice by either party.

Owner (legal name)

THE AMERICAN NATIONAL RED CROSS
(legal name)

By (signature)

By (signature)

Name (printed)

Name (printed)

Title

Title:

Date

Date

Appendix C

Shelter Field Guide

ARC

Important: This is the 2011 ARC Shelter Field Guide. The 2015 Guide has not yet been published. When it has been published, the State of Montana will disseminate the 2015 Guide to county and tribal governments.



Shelter Field Guide



FEMA



American
Red Cross

Shelter Field Guide

With contribution from:

American Red Cross
Federal Emergency Management Agency
Missouri State Emergency Management
New York City Department of Homeless Services
San Francisco Department of Emergency Management



FEMA



**American
Red Cross**



NYC Department of
Homeless Services



Introduction



Operating emergency shelters helps communities respond to disasters. The Shelter Field Guide helps organizations without prior disaster experience establish and maintain shelters. This guide provides a basic overview of shelter operations and is written for people who may manage or support the operation of a shelter. Conditions may require flexibility in interpretation and application of this guide. Contact local emergency management or sponsoring agency with any questions.

The American Red Cross is the primary disaster sheltering organization in the United States. After a disaster strikes, the Red Cross is available to support shelters and include them in the Red Cross sheltering network. The organization has a well developed sheltering program and is a valuable resource to sheltering operations. The Red Cross works in partnership with local and state emergency management to provide support and maximize resources. As a shelter operator, you are encouraged to contact your local American Red Cross chapter for support at any time.



Fundamental Objectives of Sheltering

- Shelters provide a safe place for individuals and families affected by a disaster to sleep or rest and may offer, among other things, food, snacks, beverages, cots, blankets, sanitation facilities, safety, first aid and information on recovery efforts.
- Shelters provide services to all individuals and households in the community.
- Shelter staff members abide by principles of confidentiality of shelter resident information.
- Shelters strive to accommodate the varying cultural and faith-based preferences of the residents. Such requirements could include variations in sleeping, eating and living spaces, and the provision of space to meet and honor spiritual needs.
- As required by the American Disabilities Act (ADA) and other civil rights laws, shelters must accommodate individuals with disabilities and those who support them. Take steps to ensure every individual with a disability can fully use and enjoy, and be integrated into, programs, services, activities, goods, facilities, privileges, advantages, or accommodations provided by the shelter operator and their supporting organization or agency.
- Provision of acute health care that extends beyond the capacity of the shelter is provided in a medical setting such as a hospital or field hospital.



Using This Guide

Guide Design

This guide is designed to be used in the field throughout the cycle of shelter opening, operation and closing. It is divided into ten sections. On the right side of each page is a vertical bar to assist you in navigating the guide with ease. The sections and color-codes are as follows:

-  Introduction
-  Before Opening a Shelter
-  Opening a Shelter
-  Ongoing Shelter Operations
-  Transition for Closing
-  Closing the Shelter
-  Checklists
-  Coaching Aids
-  Tools & Resources

Position Icons

In addition to the sectional color-coding, the guide contains information for the fundamental positions within a shelter. A set of icons has been developed representing each of the functional staffing areas of a shelter. At the beginning of each section, you will find those icons listed to which the information in the section pertains. Additionally, icons are placed above various sub-sections if the information is pertinent to the positions below:



Shelter Management



Registration



Dormitory



Feeding



Staffing



Logistics



Health and Mental Health

Training

At the end of this guide are two sections related to training:

- Checklists
- Coaching Aids

The Checklists section contains a list of tasks for various shelter positions. These aids can be removed from this guide and given to trainees to assist them in learning their position, **and** the checklists can be photocopied and used to track work daily.

The Coaching Aids section provides tools for your trainers to use when training staff positions. Information on the successful training of shelter staff is provided in the Coaching Aids section.

Before Opening a Shelter



Before opening a shelter, there are a number of things to consider. Is a shelter necessary? Is the selected site appropriate for sheltering? Does the shelter site comply with the requirements of the Americans with Disabilities Act and other civil rights laws? How will the shelter be publicized and supported? Who will pay for the cost of operating a shelter?

This section of the Shelter Field Guide will help to ensure you've covered all the bases before opening a shelter.

NOTE: Contact the American Red Cross to learn more about sheltering, shelter partnering opportunities and benefits, and training that may be available near you.



Determine if the Shelter is Necessary

Check with your local Emergency Management to see if there are other nearby shelters already operating. If there are, opening another shelter may actually be counterproductive because it might cause confusion and draw scarce resources.



Establish Relationships with Local Emergency Management

One key to a successful shelter operation is close coordination with local emergency management and other organizations supporting shelters.

- Local emergency management often opens an Emergency Operations Center (EOC) when a disaster or significant event occurs. The local EOC is the primary coordination center for the jurisdiction.
- Identify a point of contact within local emergency management who will be working to support the shelter operation.
- The local EOC is a coordinator of services not a provider.
- Not all resources are available locally.



▶ **Complete a Site Review**

To ensure a safe and healthy shelter environment, conduct an inspection of the facility prior to opening and consider the following liability, safety and security issues:

- Is the facility clean and orderly? Kitchen and bathrooms sanitary?
- Is there sufficient light in public areas?
- Are the building systems in working order (electrical, water, sewage, heat ventilation and air conditioning)?
- Are the fire extinguishers and smoke detectors in working order?
- Are indoor and outdoor walkways open and free of hazards?
- Are the emergency exits clearly identified and unobstructed?
- Is the facility accessible to children and adults who may use mobility devices such as wheelchairs or canes? Does access to and within the facility require climbing stairs?
- Are first aid kits readily available and fully stocked? Where?
- Is there an emergency evacuation plan and identified meeting place?
- Will occupants be notified that an emergency evacuation is necessary by Public Address or alarm?
- Are there any hazardous materials or equipment on-site and are they secured?
- Are there any pre-existing safety/fire hazards such as missing electrical covers, inappropriate use of extension cords, or improperly stored flammable materials?



▶ **Determine the Scope of Shelter Services Needed**

Services should meet a variety of individual and community needs including:

- Culturally appropriate meals
- Health and mental health
- Assistance for:
 - Infants
 - Children
 - Elderly
 - Children and adults with access or functional support needs
 - Individuals with limited English proficiency



Site Layout and Set-Up

When allocating space in the shelter facility, consider establishing the following areas as well as the level of access. Some areas will need to be restricted from the general population, such as supply storage areas, classrooms, libraries or any area that has supplies or equipment that are dangerous or may be broken.

NOTE: Post signs indicating the building as a shelter and signs to direct people to the different areas of the shelter.

Parking

Identify areas for client, staff and visitor parking.

Drop Off Area

Keep main entrance clear for emergency vehicles and resident drop off.

Waiting Area

Identify an area for residents to wait to register. When possible, identify climate controlled areas, or areas that are protected from the elements. Include seats for those who are unable to stand. Make available accessible restrooms and drinking water.

Registration Area

Identify an area near the facility's main entrance for registration of residents. Set up registration area:

- Position several tables and many chairs by the main entrance to receive residents.
- Allow for 1 registration worker at each table, and with enough space for limited client privacy when providing registration information.
- There should be one table for health service.
- Use only one facility entrance, if possible. Position staff at other entrances to direct shelter residents.

Dormitory

Provide areas for cots or mats. Allow 40 square feet of space per person. Consider the following:

- Ability to dim light.
- Distance from internal and external traffic.
- Independent temperature control.
- Separate spaces for families, women, men and other groups.
- One toilet for 20 persons is recommended. (1 of 6 must be accessible for people with disabilities).
- An approximate ratio of one shower for every 25 persons is recommended. (1 of 6 must be accessible for people with disabilities).
- Set up cots, blankets and pillows.

Children & Family Areas

Establish specific areas for the following:

- Child recreation area
- Diaper changing
- Breast feeding
- Bottle washing
- Temporary respite care – A supervised area for children

Household Pets

Household pets should be sheltered in distinct facilities designed to shelter animals.

Feeding/ Food Preparation & Serving Areas

If meals are produced on site, a commercial kitchen is desirable. If meals will be catered, a staging area is needed.

- Set up a beverage and snack area.
- Identify sources for food, water, feeding support materials and equipment.
- Determine when first meal will be served.
- Set up dining area that is located away from the dormitory.
- Post signage that states that no food can be taken to dormitory area.

NOTE: Ensure that all food service areas are accessible to every resident.

Plan to offer meals based on several considerations:

- Availability of food
- Convenience of procurement
- Cultural concerns
- Health condition of shelter residents
- Cost

Shelter Field Guide

Evaluate staffing needs in order for meal service to function in a timely manner.
Consider staffing the following:

- Kitchen supervisor
- Cook and helpers
- Food prep
- Dish washers
- Servers
- Clean-up crew

Snack Areas

Where food and beverages are available 24 hours a day.

Health Services & Mental Health Service Areas

Separate areas that provide privacy for residents seeking health/mental health services.

Lounge and/or Recreation Areas

Establish lounge and/or recreation areas.

Storage

Locked storage areas are needed for food and facility supplies.

Shelter Manager's Office

Private offices with telephone and computer for the shelter manager and staff preparing reports.

Staff Area

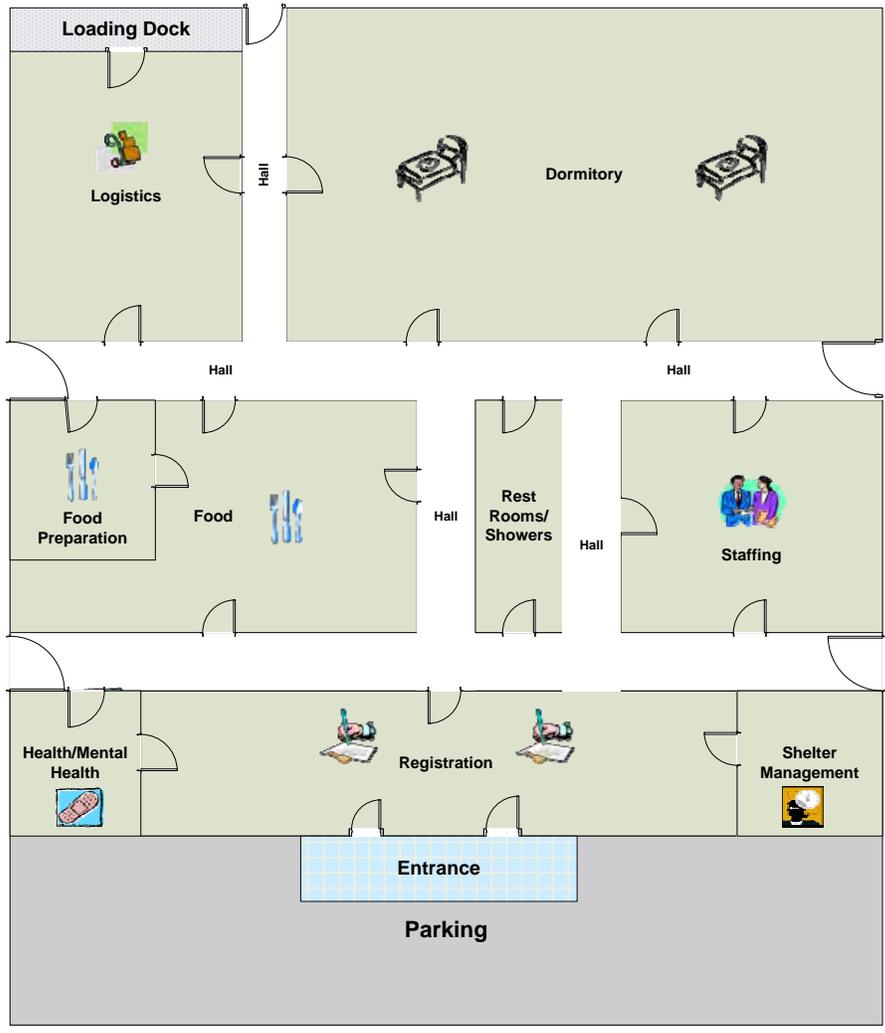
A private area for staff to take a break, rest or complete administrative duties.

Shelter Field Guide



Sample Shelter Floor Plan

Suggested Shelter Layout



BEFORE OPENING A SHELTER

Establish Shelter Rules

Below are sample shelter rules. It is recommended that shelter rules be posted in all areas of the shelter in the languages of the residents.

- No drugs, alcohol, weapons or pets.
- Smoking – Use of all tobacco products, use of matches or lighters inside the shelter is prohibited.
- Children – Parents are responsible for keeping track of and controlling the actions of their children. Do not leave them unattended.
- Personal belongings – Shelter staff cannot assume responsibility for belongings. Either lock valuables in your car, out of sight or keep valuables with you.
- Sleeping areas are quiet areas at all times of day and night. Quiet hours with lights out are enforced in the sleeping area(s) between the posted hours (e.g., 10:00 P.M. - 6:00 A.M.).
- Residents leaving the shelter for any period of time must sign in and out at the registration area.
- Keep your areas clean and help with cleanup of other area when possible. Food and drinks, other than water, are not allowed in the sleeping area.
- Be respectful and courteous to others at all times. Loud, boisterous and disruptive behavior is not permitted.
- Immediately report all health or safety concerns to shelter staff.



Staffing

One of the greatest challenges in operating a shelter is recruiting and maintaining an adequate staff.

NOTE: Every shelter needs a shelter manager who is qualified to provide support and supervision of all functions to ensure that residents' needs are met. It is important to **delegate** tasks to competent subordinates in order for the shelter to run smoothly.

Shelter Positions

The following positions are typically needed to initially open and operate a shelter:

- Shelter Manager and Shift Supervisor
- Staffing
- Registration
- Dormitory Management
- Food Preparation and Feeding
- Health and Mental Services
- Logistics

Considerations When Planning Staffing

Determine the number of shelter staff needed based on these factors:

- Anticipated number of shelter residents
- Safety concerns
- Ability to secure the facility
- Anticipated duration of shelter operation
- Demographics of shelter residents such as children and people requiring functional needs support
- Lay-out of the shelter

Forecasting Staffing Needs

In planning for the staffing of the shelter, consider the following:

- Assign one shelter manager for the entire operation.
- Assign a Shift Supervisor for each shift.
- Assign a “Staffing” position to recruit, orient/train and track the staff.
- Assign shelter staff to lead key responsibilities. Some staff can be assigned more than one responsibility depending on the size of the shelter population.
- Determine the amount of Physical and Mental Health staff required based on the shelter population and their needs.

NOTE: It is recommended that at least **3 staff** per shift to open a shelter including a **Shelter Manager, Registration Worker** and **Feeding/Logistics Worker**.

Shifts

The shift requirements of the shelter may change as the amount of available staff and the number of residents fluctuates. Plan to:

- Start up the shelter with **two 12 – hour shifts**.
- Transition to **three 8 – hour shifts** as more staff becomes available.

NOTE: Overnight shifts minimally should consist of a supervisor and dormitory worker(s), as well as the appropriate level of physical and mental health support.

Scheduling

List the tasks that need to be performed and the hours required to complete these tasks. From this, prepare a daily schedule for each job and include the number of staff needed and some of the skills required to perform the tasks.

Many of these tasks have shifting levels of activity. For example, during opening and closing, registration may require higher staffing numbers to efficiently process residents. During slower times, some registration personnel can be moved to other tasks.

Orienting Your Staff

In addition to providing on the job training in specific sheltering tasks, ensure your incoming staff are briefed on:

- All shelter policies and procedures
- Policies for accepting monetary donations
- Policies for accepting donations of goods

Keeping Track of Your Staff

Just as you would maintain records of an employee's contact information and hours worked, it is important to track this same information for your shelter staff. Plan to track the following information of your staff:

- Contact information
- Dates/hours worked
- Type of work performed
- Location where work was performed

NOTE: In Presidentially declared disasters, your local and state governments can utilize volunteer hours to offset the cost share of Public Assistance dollars awarded to the state through FEMA assistance programs.

Tracking volunteer hours not only helps you recognize the good work of your volunteers, but may translate into much needed cost savings for the community recovering from a disaster.

Resident Volunteers

Often shelter residents may be willing to volunteer for certain tasks. Keep the following in mind when working with resident volunteers:

- Consider utilizing residents for basic tasks such as set up and cleaning.
- Be careful when recruiting volunteers and be aware of their background. Consult the sponsoring organization or the local EOC for background check requirements, if any, in the local area.
- You may also choose to seek volunteers from the shelter population as they are a readily available resource to fill certain staff positions.
- When recruiting volunteers from within the shelter, assign them to positions that do not compromise the privacy of other residents, such as registration that would allow access to private information.
- Volunteers can be used in positions where constant supervision is not necessary (e.g., feeding, cleaning and maintenance).
- Only assign trained and experienced staff to work with children, elderly people with disabilities and others with access and functional needs.

NOTE: Use caution if assigning staff or resident volunteers under the age of 18. Written parental consent should be obtained and direct supervision should always be provided.



Sample Staffing Chart

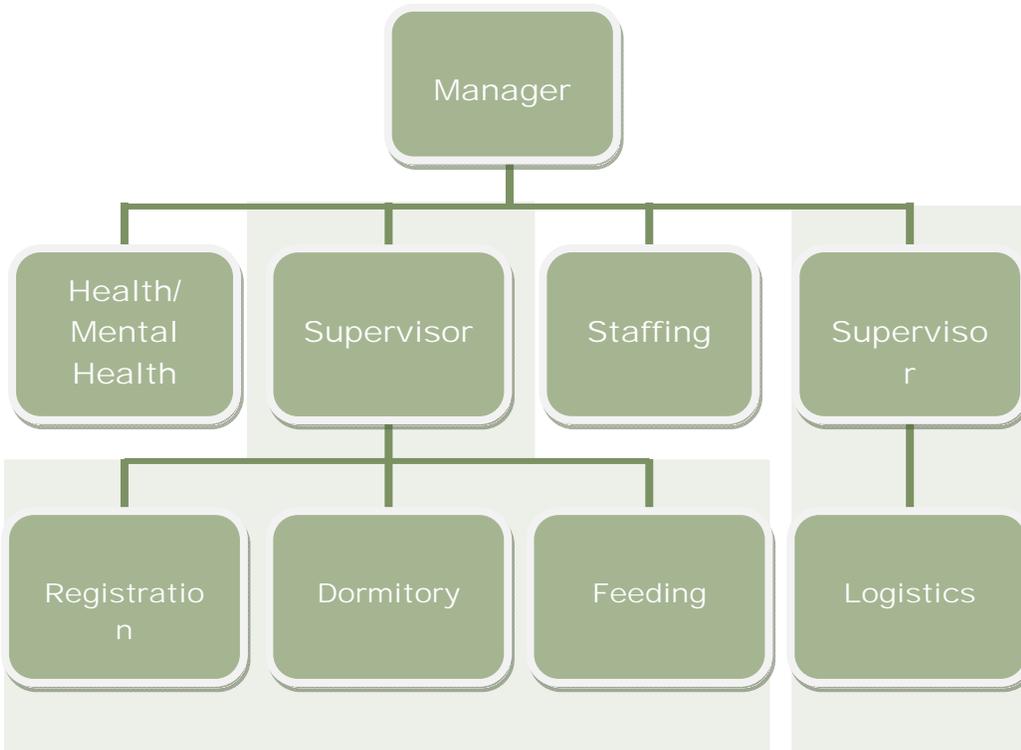
Standard Short-Term Emergency Shelters					
Staffing Per Shift* (Based on 200 residents)	Manager	# of Supervisors	# of Workers	Scaling Factor Per Population	Notes
Shelter Management			1		Worker is administrative support person /staffing
Client Registration			1	1 for every 165 residents, minimum 1	
Dormitory		1	2	1 for every 100 residents, minimum 1	
Feeding	1		2	1 for every 110 residents, minimum 1	
Health & Mental Health Services			1	1 for every 200 residents, minimum 1	Accredited professional
Logistics		1	2	1 for every 500 residents, minimum 1	

* For total staffing numbers, multiply by the number of shifts with the exception of the shelter manager of which there is only one.

Staffing levels and scaling factors are guidelines. Staffing for each shelter is situational dependent. Additional staff may be necessary based on the demographics and needs of the shelter residents. Examples of additional staff might include security personnel, janitorial services and staff for children's areas.



Table of Organization



BEFORE OPENING A SHELTER



Possible Staffing Challenges

Staff Shortages

Should you encounter staffing shortages, you may consider requesting staff from the local Emergency Operations Center. Request staff through the chain of command. Be specific regarding the type of staff needed as well as the skills required (e.g., Is there a need for dormitory staff or a dormitory supervisor?).

Staff Overages

Should your shelter have too many staff, advise the local EOC. There may be a shortage at another shelter and these staff could be re-assigned.



Logistics

Logistics is the process used for the acquisition and maintenance of the materials, equipment and services necessary for shelter operations.

Identify Potential Resources

Your shelter will need a variety of items. Identify potential resources for the following:

- Potable water
- Communications equipment
- Food and service supplies/equipment
- Sanitation supplies/equipment
- Children's and infants' supplies
- Universal/accessible cots
- Blankets
- Pillows
- Personal hygiene supplies
- Towels
- Durable medical equipment (e.g., wheel chair, oxygen concentrator)
- First-Aid and medical supplies
- Administrative supplies
- Tables and chairs

Procurement

Procure supplies and equipment using the following suggested options (local resources may vary):

- Local vendors and/or current suppliers
- Sponsoring organization
- Donations
- Local Emergency Operations Center (EOC). Communicate through shelter chain of command to request supplies.



Safety and Security

Providing for the safety and well-being of shelter residents is an important aspect of shelter operation.

Assessing Shelter Security

Assess and plan for shelter security needs—consider 24-hour a day, 7-days a week coverage, if necessary.

Consider the following factors when assessing and planning for security:

- The number of residents
- The number of potentially vulnerable residents such as:
 - Elderly
 - Individuals with disabilities
 - Children
- Consider the physical layout of the shelter facility and how this may affect shelter security (e.g., lighting or isolated rooms and areas).

Coordinate with your local Emergency Operations Center (EOC) about security needs.

- Communicate with law enforcement.
- Share the security plan with staff.
- Consider contracting security services as a last resort.

Potential Security Issues

It is important for the shelter management team to be realistic about the security risks that may exist in a large emergency shelter and to constantly monitor for signs of developing situations. It is vital to seek local law enforcement's advice and technical support.

Monitor the following issues in the shelter:

- Sale or use of illegal drugs and alcohol
- Weapons
- Prostitution
- Gang activities
- Fights and altercations
- Theft of shelter or personal property
- Loud, boisterous and disruptive behavior
- Damage to shelter facilities
- Mistreatment or abuse of shelter residents including children

Security Precautions

Special security measures that may need to be instituted based on the situation include:

- Issuance of shelter identification (wrist bands, cards, etc.) to shelter residents and staff
- Identification checks at all doors
- Limiting the number of public entrances and exits
- Posting personnel to monitor the dormitory and children's recreation area doors
- Package searches at doors
- Bathroom monitors
- Establishment of "off limits" areas
- Roving external patrols of the immediate area around the shelter (including parking areas)
- Relocation of problem residents (including arrest, when appropriate)

Safety and Security Incident Documentation

A key element of risk management is documentation of any type of incident that may result in follow-up action, whether that action might be litigation, cost-recovery or criminal investigation.

Specific examples of when to document a shelter incident include:

- Situations resulting in injury
- Situations where individuals are removed from the shelter or law enforcement personnel are requested
- Situations resulting in significant damage to the facility or loss of property
- Threats of harm or bodily injury made against any shelter resident or staff member
- Allegations of improper conduct

Copies of the incident report should be provided to:

- Organization managing the shelter
- Shelter manager's personal records



Fire Safety

Your shelter should comply with local fire regulations. To ensure this:

- Request inspection assistance from local fire department.
- Inspect shelter for fire safety and consider the following factors:
 - Check general condition of sprinkler systems, if present.
 - Check for fire extinguishers. Note locations and share with staff.
 - Check emergency exits and ensure fire doors and exits are in good order and accessible.
 - Check for potential hazards (e.g., fire or electrical hazards).
 - Develop fire evacuation plan and conduct fire drill, if needed.



Functional Needs Support Services

Shelters must address the needs of children and adults with disabilities, including those with accessibility and functional support needs so that all can be beneficiaries of programs, services and activities. Some children and/or adults with disabilities may be fully independent while others may require minimal to moderate assistance in the shelter. Respect the independence of all shelter residents and let people with disabilities make their own determination about what level of care and assistance they need.

Support services may include the following:

- **Communication** – People with communication needs may not be able to hear announcements, see signs, understand messages or verbalize their concerns.
- **Equipment and Personal Assistance**– Persons dependent on medical equipment or home health care will need to bring the equipment and/or the personal assistance they receive at home with them to the shelter. People can function independently as long as they have access to their assistive and supportive services or equipment. Examples of these are: durable medical equipment such as wheelchairs and walkers; medications; and, personal caregivers. If people do not bring their equipment, medications and/or personal assistant, these services must be provided. Call the local EOC if such equipment or services are needed.
- **Supervision** – People with supervision needs may include those who have psychiatric conditions (such as dementia, Alzheimer, depression) or mental illness.
- **Accessible Transportation** – Accessible transportation must be provided to children and adults who require it in order to benefit from the same programs and services offered others in and away from the shelter.

Specific considerations should be provided for the following populations, but are not intended to be all inclusive:

People with Visual Disabilities

- Consider the need to make printed information accessible (Braille, large print) and to provide a verbal orientation. Volunteers can help as sighted guides or readers.
- **Cot Space** – Locate sleeping space along a wall or in a corner to make it easier to find.

People Who are Deaf or Hard of Hearing

- For many persons who are deaf, sign language is the primary means of communication, and the shelter may want to find a sign language interpreter.
- Volunteers can help with basic communication needs – writing or slowly repeating instructions. Have note pads, pens and pencils available at the shelter for staff or volunteers to use. Keep language simple and draw pictures if necessary.

People with Mobility Disabilities

- Some individuals who use a wheelchair may need assistance transferring from their chair to a bed or cot, but can then proceed without assistance. Ask for advice on safe methods before lifting or moving the person.
- **Meals** – Ask if the person would like assistance when going through feeding lines.
- **Cot Space** – Assign a cot space in an area where access to eating areas and restrooms areas are available and not obstructed.
- **Battery Charging** – A person using a motorized wheelchair or scooter will need a place within the shelter to recharge their batteries.

People with Developmental or Cognitive Disabilities

- May have trouble processing information unless it is presented simply and slowly.
- Establish a buddy system with volunteers providing reassurance, calm explanation and attention to personal needs.

Service Animals

NOTE: The term “service animal” is defined in the Department of Justice, Americans with Disabilities Act (ADA) as any guide dog, signal dog or other animal individually trained to provide assistance to an individual with a disability including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair or fetching dropped items. Service animals are trained for tasks such as guiding people who are blind, alerting people who are deaf and/or providing emotional support. A person with a disability cannot be asked to remove his/her service animal from the premises unless:

- The animal is out of control and the animal’s owner does not take effective action to control it (e.g., a dog barking repeatedly).
 - The animal poses a direct threat to the health or safety of others.
-
- Persons with service animals are entitled to keep this assistance with them at the shelter and any conveyance at all times. By law, service animals must remain with the person they serve; this includes accompanying an individual anywhere within a shelter.
 - Consider segregating residents who have allergies to service animals.

Household Pets

- Shelter residents may have animal related allergies or phobias.
- There may be specific public health regulations or laws regarding housing of pets.
- Safety issues.

NOTE: The local government is typically responsible for emergency household pet sheltering if the owner is unable to do so. Household pets should be sheltered in distinct facilities designed to shelter animals.

Coordinate with the following organizations and agencies to determine appropriate sheltering for pets:

- Local EOC
- Local animal welfare organization (e.g. local SPCA, Humane Society)
- Local animal control agency
- Local animal shelter
- Local household pet boarding facilities
- Veterinarians
- Veterinary hospitals

NOTE: Service animals that accompany residents with disabilities are welcome in all public shelters (**as required by law**).

Opening A Shelter



Outlined below are the key tasks required for opening a shelter. The tasks are organized by function. Many tasks will be completed simultaneously.



Establish Schedules for Daily Activities

Establishing daily schedules and activities helps promote routine for shelter residents in an otherwise chaotic environment. Tools to assist with this include:

- Establish a bulletin board where messages, information and shelter rules and routines will be posted. Also share these verbally, in other languages and in alternate formats as needed by residents.
- Establish and post a shelter schedule in multiple places. Consider the following:
 - Showering schedule for sign-up
 - Meal times
 - Lights out
- Schedule a daily staff meeting
 - Updates on the shelter population
 - Updates of disaster operation, including any changes in staff assignments or responsibilities
 - Information about possible shelter visitors or handling media inquiries
 - Needs of shelter residents and staff
 - Any challenges or issues that need priority action
- Conduct a shelter resident meeting at the same time everyday to:
 - Communicate pertinent information in order to keep everyone adequately informed.
 - Address any issues they may have.



Registration

Ensure that all shelter occupants are greeted and register upon arrival. Complete, legible and accurate information about the residents is needed to track shelter populations and manage supporting their needs. Maintain a system for checking occupants in and out when they leave for any period of time. Function as the general shelter information desk.

NOTE: If an individual arrives at the shelter with apparent immediate health needs, refer immediately to health service staff, if available, or to appropriate authorities.

Registration Involves Three Primary Steps:

#1 Register Residents

Use one form, card or one sheet of paper for each household to record the following:

- Family name
- Total number of family members
- Pre-disaster address
- Phone numbers and email addresses
- Method of transportation
- Primary language and name of family member(s) who speak English
- Info on individual members:
 - Name
 - Age
 - Gender
 - Arrival date

Create a space on the registration form to record the date and relocation address for when residents depart.

Place completed registration information in a secure folder to ensure resident confidentiality.

Privately ask if anyone in the family must register with state or local authorities for any reason. Shelter manager or designee should discreetly discuss in confidence why the individual must register and contact local authorities, if necessary, for guidance.

#2 Conduct an Initial Health and Mental Health Screening

Conduct an initial health and mental health screening with each family member by asking the following questions:

- Ill or injured?
- Required medications?
- Dietary restrictions?
- Mobility or accessibility concerns or functional support requirements?
- Missing or deceased family member due to this disaster?

Refer individual to Physical and Mental Health personnel, if available, as appropriate.

#3 Identification of Unaccompanied Minors

Unaccompanied minors such as children separated from their parents may come to emergency shelters. When unaccompanied minors are identified in the registration process:

- Notify local law enforcement **immediately**.
- Designate a member of the shelter staff to accompany the minor until custody can be transferred to the appropriate authorities.

Registered Sex Offenders

Registered sex offenders may be a component of the dislocated population following a disaster. State and local laws vary regarding how sex offenders are required to identify themselves and where they will be housed following a disaster.

NOTE: Check with local law enforcement officials to determine what local statutes require concerning the sheltering of registered sex offenders.

NOTE: When individuals and households are able to return to their pre-disaster living conditions, pre-disaster homeless will need to find alternative accommodations as well.

Privacy and Information Sharing

All resident information should be stored in a secure area.

- Create protocols for storing and sharing resident information while maintaining confidentiality.
- Limit access to client information only to staff who need the information to perform their job functions.
- Only consider disclosing resident information if one of the following applies:
 - Resident has consented to disclosure in writing.
 - Valid subpoena, court order or warrant is presented.
 - To avert an imminent threat to the health or safety of the shelter residents or the community.
 - As required by law.



Dormitory Management

Dormitory management includes setting up and assigning sleeping areas, coordinating the provision of cots, pillows, blankets and personal hygiene supplies and maintaining a healthy and safe environment to rest.

- Allocate separate spaces for families, single women, single men and other special groupings.
- Distribute hygiene kits and other supplies (bedding, towels, etc.) if available.
- Ensure fire exits are not blocked in any way.
- Conduct a daily walk through to ensure:
 - Fire escape doors are operational.
 - Exit routes are clear and accessible.
 - Windows and doors are secure.
 - Floor is clear of trip hazards.
- Use dim lighting during sleeping hours.
- Continually monitor the dormitory area to ensure the safety of sleeping/resting residents, and to maintain a clean and quiet environment



Health and Mental Health

Disasters may increase the risk of or exacerbate health and mental health conditions.

Common health issues and possible solutions in shelters include:

- Communicable conditions, (e.g., flu, lice):
 - Provide areas of isolation for individuals with identified infectious conditions.
- Pre-existing health and mental health issues:
 - Arrange for screening and referral if required for pre-existing health and mental health conditions.
- Lack of medications and/or prescriptions:
 - Maintain current list of pharmacies near the shelter.
 - Ask pharmacies if they will support medication/prescription needs of the residents.
 - If access to a local pharmacy is not readily available, contact your local EOC for support and guidance.
- Restricted dietary requirements:
 - Arrange for the special dietary needs of people with restricted diets.
- Maternity:
 - Confirm maternity delivery plans (including location).

Common Mental Health Concerns in Shelters

Shelters can present greater challenges to some individuals. Some common mental health problems in shelters may include:

- Symptoms of anxiety, anger and depression:
 - Promote feelings of calm and hope by providing accurate information about the situation, listening, making connections to support systems and resources, providing realistic reassurance and promoting resilience and positive coping strategies (also referred to as psychological first aid).
- Pre-existing mental health issues such as substance abuse or addiction:
 - Ensure access to appropriate needed medications and support services are available.

Preventing Contagious Disease Outbreaks

Prevention is paramount in terms of keeping contagious diseases at bay. Be sure to remind both residents and staff to follow the basic tenets of personal hygiene.

Specific methods for preventing spread of contagious diseases include:

Personal Hygiene

Work with appropriate staff to develop a personal hygiene outreach plan designed to ensure the shelter population practices proper personal hygiene, such as:

- Covering coughs and sneezes.
- Wash hands often with soap and warm water and use hand sanitizer.
- Avoid touching eyes, nose or mouth. Germs spread this way.
- Try to avoid close contact with sick people.
- Keep areas clean, especially living areas.
- Promptly reporting illnesses or other medical concerns to shelter staff.

Food Preparation

Shelter staff who are working within the food preparation area must follow these practices:

- Use gloves in food preparation.
- Use fresh water for consumption and in food preparation.
- Separate raw and cooked foods.
- Cook thoroughly.
- Ensure food is kept within the temperature safety zone (above 140 or below 40 degrees).
- Follow proper hand washing procedures.
- Ensure food preparation and serving surfaces and equipment are washed using sanitizing procedures.

Should any sort of contagious disease outbreak occur, shelter staff should take the following precautions:

- Continue to promote personal hygiene measures.
- Report any outbreak to the local public health department and the local EOC.
- Request medical assistance as necessary.
- Ask residents who feel they may be affected to self-report to shelter staff.
- Working with medical personnel or other social service agencies, identify other residents who may be affected and speak with them privately.
- Increase the distance between people. When possible, place groups or families in individual rooms or in separate areas of the facilities. Place cots head-to-toe.
- Perform additional environmental cleaning.

NOTE: All areas where children play should be cleaned regularly and frequently. Give particular focus to items that are more likely to have frequent contact with the hands, mouths or body fluids of children (e.g., toys).

- Implement strategies to ensure infection prevention and control during food service. Cafeteria-style service is preferred over self-service, buffet-style or family-style.
- Pay special attention to the needs of children. Encourage parents and caregivers to monitor children for symptoms of illness and report immediately to shelter staff.
- Isolate staff, residents and their caregivers or family members if they are ill. If individual rooms are not available, designate a separate area.

Always:

- Coordinate with local health departments, hospitals, ambulance services, crisis counseling services and local mental health agencies to establish their capabilities and protocol for support.
- Have emergency phone numbers in an easily viewable location and make a phone available for staff and residents to call for help.
- Identify qualified staff that can administer First-Aid/ CPR and have a fully stocked first-aid kit available.



Feeding

Provide meals, snacks and water for residents and staff. Ensure that necessary resources for food service are available. Plan for and manage the preparation and service of meals and snacks.

- Keep accurate records of food and supplies received and used.
- Ensure safe food handling and sanitation practices are adhered to and be cautious of food that wasn't commercially prepared. Contact local health department with questions.
- Consider inviting local health department to inspect shelter to ensure regulations are met and guidelines are followed.
- Maintain a 24-hour separate area with snacks (salty and sweet and healthy).
- Maintain fruits and beverages, such as water, coffee, tea and juice.



Logistics

Logistics provides a number of services for opening, running and closing a shelter. These include:

Site Maintenance and Custodial Services

Identify types of maintenance custodial services that may be needed such as:

- Janitorial and cleaning services - Determine if existing services can be increased to cover the greater need.
- Waste removal services.
- Grounds and parking lot cleaning.
- Maintenance and or repair of heating, ventilation and air-conditioning (HVAC), plumbing and electrical facilities if necessary.
- Extra cleaning and sanitation supplies.

Arrange and contract for services, if needed, using resources from the Local EOC or sponsoring agency.

Create a procedure for tracking all expenses and commitments for possible reimbursement. Ensure an organized, consolidated, easily-referenced system is in place that is secure. Check with local EOC for potential reimbursement opportunities and record requirements, such as:

- Documentation of all expenses
- Types of records to save:
 - Receipts
 - Invoices
 - Staff hours
 - Volunteer hours
 - Contracts
 - Memorandums Of Understandings
 - Incident reports
 - Daily activity and situation reports as requested by the local EOC or sponsoring organization

Establish and implement systems to track donated materials and services to ensure accountability and to support eventual formal recognition of the donors, such as:

- Donors' point of contact (POC) information.
- Size, amount, location, type and date/time of donation.

Inventory Management

- Maintain inventory of all shelter supplies and equipment including donations.
- Identify and document equipment loaned or rented to the shelter.
- Track expenditures of all supplies and equipment.

Inventory Management Challenges

- Not enough supplies:
 - Maintain a count of supplies and document how quickly the shelter is using them.
 - Anticipate potential shortages and report what will be needed to the shelter manager or the local EOC.
- Supply overages:
 - Report any excess supplies to the local EOC. These supplies may be needed elsewhere.
 - Sometimes a shelter may receive items in bulk for planned distribution elsewhere. Contact the local EOC for guidance.



Monetary and Material Donations

Members of the community may offer both material and monetary donations directly at the shelter site. It is not advisable to accept unsolicited material donations on-site as this may divert staff, space and equipment needed elsewhere. This also may cause tension among residents as there may not be enough for everyone. It is also difficult to guarantee the quality of donated items.

Depending on the policies of the organization managing the shelter, it is normally not recommended that on-site staff accept monetary donations due to the accountability, tracking and appearance of accepting payment for services. Generally, shelter staff should be instructed to request that donors send their monetary donations through established systems for non-profit organizations.

Sometimes local or state jurisdictions will conduct donations operations and offers can be referred to these operations. Check with the local EOC for information.



Communications

Communication actions are integral for the successful opening of a shelter. A specific plan should be developed for each of the following distinct audiences and include alternate formats:

- Residents
- Shelter staff
- General public
- Media
- Local EOC
- Other officials

Residents

- Interact with shelter residents regularly. Answering questions, quelling rumors and restating shelter rules are important. This conveys a sense of routine and a transparency that will comfort residents.
- Conduct daily briefings to ensure that there is a timely and accurate flow of information to shelter residents to keep them informed about activities within the shelter and the overall disaster.
- Provide shelter residents with access to local news via a television, radio or newspaper.
- Provide information on recovery services, e.g., government agencies (including FEMA), American Red Cross, local community-based or faith-based relief and assistance programs.
- Ensure translators/interpreters are available to support information sharing at daily meetings and updates as needed.
- Maintain bulletin/message boards as a means for disseminating information to the shelter population and update postings throughout the day.

Shelter Staff

- Supervisors should check-in regularly with shelter staff.
- The shelter manager should conduct daily staff meetings to ensure information is shared among all staff and volunteers working in the shelter.
- Brief shelter staff on how to work with the media and how to handle media questions/interviews, e.g., speak only to the facts that you know.
- Remind staff on the procedures for handling donations of monetary and material goods.

General Public

- Provide the following information:
 - Where to go for shelter.
 - What people seeking shelter need to bring with them.
- It may be necessary to communicate that people bring certain personal items with them to the shelter (e.g., blanket, towel, air mattress, pillow, washcloth, prescription medications, durable medical equipment, diapers, food and supplies for infants), since these items may not be immediately available at the shelter.
- It may be necessary to communicate what will not be permitted in the shelter.
- Consult with your local EOC prior to requesting resources from the community such as volunteers with specific skills.
- Contact local EOC for guidance if dignitaries, other officials and representatives of special interest groups visit the shelter.

Media

- Balance the media's desire to publicize the disaster response with the privacy rights of the residents.
- Post signage requiring all media to check in through the registration desk.
- Notify the shift manager when media arrive and have a staff member accompany them to explain shelter operations and rules as well as answer questions.
- Monitor the following media related rules:
 - Do not disturb shelter residents during quiet hours or while they are resting by turning on bright lights or doing interviews in the dormitory area.
 - Do not take close-up photos or video of people's faces without obtaining written permission.
 - Do not by-pass the registration check in area.
 - Display proper media identification at all times.
- Allocate a private area for media interviews away from general shelter population.
- Designate a shelter spokesperson at the facility to answer questions from the media. The spokesperson should answer only questions that pertain to that particular shelter. Shelter staff should direct all media inquiries to the spokesperson so that there is consistent messaging.
- Identify one or two residents willing to talk about their experience versus having the media randomly interview people in the shelter.

Local EOC

- Communicate regularly with the local EOC.
- Determine the information that must be reported to the EOC and how often.
- The following items are traditionally monitored/reported:
 - Number of overnight residents
 - Number of new registrations
 - Demographic information of shelter population
 - Feeding numbers (numbers of people served at each meal)
 - Supply inventories and projected requirements
 - Staff count (and anticipated staff shortages/overages)
 - Types of services available at the site, e.g., household pet care and feeding of non-residents
 - Any other issues to report, e.g., resource issues, communications problems, facility problems, security issues, shelter population problems
- Determine significant shortfalls of available and projected resources and communicate this to the EOC.

Ongoing Shelter Operations



Outlined below are the key tasks required for ongoing shelter operations.



Reporting

The purpose of reporting is to provide details on the shelter status and any issues that may be occurring. The shelter manager is responsible for communicating this information through the appropriate chain of command to the EOC and the sponsoring organization.

Shelter information should be provided in the correct form and reflect the appropriate reporting period. Additionally, the information should be provided according to the deadlines established by the EOC.

NOTE: The number of shelters, number of individuals being sheltered, and the number of meals served is often needed by State governments when requesting a Presidential disaster declaration and all the forms of assistance that come with this declaration.

Establish the Reporting Structure

Set up a reporting structure based upon the shelter's chain of command. Reporting elements may be delegated to assigned staff to collect data for inclusion in the report for the EOC.

Create and Implement Reporting Tools

Create and implement the use of reporting tools that will allow the shelter manager to provide accurate information to the EOC.

- Situation Report – A situation report gives a quick overview of the shelter operations. It can contain situational information for a 24-hour period and aggregate information over the life of the shelter. This information can include:
 - Number of overnight residents
 - Number of meals/snacks served
 - Number of hygiene kits distributed

- Specific issues/resource needs
- **Shelter Population Count** – The shelter occupant count is taken after most residents have gone to bed (e.g., midnight). The resulting population is reported in the next morning's report.



Adjusting Operations to Changing Requirements

Shelter operations shift and change throughout the life of the shelter. Shelter management can be proactive in addressing these changes by considering the following information.

Utilizing Shelter Resident Leadership

The local community's culture will influence the shelter environment. Seek out shelter leaders who have influence and can assist in identifying local cultural and other evolving shelter resident needs.

Occasionally factions within certain shelter populations can create a chaotic environment. Such factions can be addressed through identifying and working with shelter resident leadership who can assist in making difficult decisions on behalf of any of the factions involved.

By including the shelter population in the operation of the shelter, they not only assist in determining how the needs in the shelter are met, but also help to provide a more positive atmosphere for the residents.

Competing Priorities

While there are almost always limited resources and competing needs within a shelter, it is important that fairness and transparency be apparent in arriving at solutions. As an example, if there are not enough cots for all of the residents, priority should be given to the elderly, individuals with disabilities, children and adults with access and functional support needs and women who are pregnant. Then, work with shelter resident leadership who can assist in determining the allocation of the remaining cots.

Inadequate Shelter Space/Overcrowding

- Report overcrowding to the sponsoring organization or local EOC. Some clients may need to transfer to another shelter.
- Work with the shelter population to determine transportation planning as needed.
- Do not separate families.
- Determine if the facilities at the new shelter are fully accessible to help make decisions about shelter residents who have access and functional support needs
- If there is inadequate space, work with the local EOC to make the determination to close the shelter to additional residents.
- Request referral information from the local EOC to identify the closest, available shelter(s).



Reunification Services

During disasters individuals and/or family members may become separated. Support is available for reuniting missing and displaced persons due to disasters. Here are some of the applications and services available.

- **National Emergency Family Register and Locator System (NEFRLS)** – The system facilitates communication between family members and friends during and after a disaster by storing primary family member’s contact information and personal messages from people who are affected by disasters and want to reunite with family and friends.
The web address is: <https://asd.fema.gov/inter/nefrls/home.htm>
- **Safe and Well** – The American Red Cross can help people throughout the country find family members or friends through use of Safe and Well, a web-based system. People displaced by disaster log in and provide basic information on their status; their friends and family can log in and search for them.
The web address is www.SafeAndWell.org.
- **The National Emergency Child Locator Center (NECLC)** , a part of the National Center for Missing and Exploited Children (NCMEC), is available during disasters and offers the following services:
 - Toll-free hotline that receives reports of displaced children.
 - Website that provides information about displaced children.
 - Deploys staff to the location of a declared disaster event to gather information about displaced children.
 - Provides information to the public about additional resources.
 - Partners with Federal, State, and local law enforcement agencies.
 - Refers reports of displaced adults to the Attorney General’s designated authority and the National Emergency Family Registry and Locator System.



Transportation

Transportation support may be required to bring residents to the shelter, to transport them for services while staying at the shelter and for their return home.

- Residents may request assistance with transportation to and from medical providers, post offices, banks, shops, schools and other essential trips.
- Work with the local EOC, local transportation providers or community organizations to arrange shuttle service for shelter residents to link them to public transportation systems or provide door to door services, as needed and if available.
- Accessible transit vehicles will be needed for persons using wheelchairs and other persons with disabilities affecting mobility.

Transition for Closing



The shelter management team needs to identify people who may have been homeless prior to the disaster and work with local social services, homeless service providers and community groups to search for housing support options for these individuals as soon as possible before the shelter closing process begins.

Close communication and coordination with the local EOC will ensure a successful transition to closing of the shelter.

Closing the Shelter



As residents are able to move back into homes, the shelter population will begin to dwindle. There will need to be a plan for closing the shelter. Some residents may not be able to move back into their homes and may need to seek assistance in finding alternative housing.



Shelter Closing Considerations

Before closing a shelter, several important items should be considered:

- Determine with the sponsoring organization or the local EOC how to meet the needs of the remaining shelter residents.
- Determine with the local EOC if there is a plan for combining multiple shelters to minimize the number of open shelters.
- Determine if other housing options are available for shelter residents.

NOTE: If a number of residents do not have a place to return to after the danger has passed, it may be too soon to close the shelter.

- Assess facility availability and commitments, e.g., upcoming scheduled events or service.
- Review terms of facility shelter agreement or lease.
- Assess the availability of resources needed to keep the shelter open including staff, equipment and supplies.



Shelter Closing Coordination

- Coordinate shelter closing with local EOC.
 - Update and share shelter population data including number of residents, number of households and number who do not have a place to go.
 - Share closing plan.
 - Coordinate public messaging.
- Identify case workers to visit shelters to transition residents out of the shelter.
- Communicate plan for closing.
 - Share clear, concise, advanced and timely notice of confirmed shelter closing date with residents, staff and community. Early notification of shelter closing will mitigate potential negative reaction due to disruption in routine and predictability.
 - Establish and notify residents and staff of last meal period.
 - Communicate closing plan to staff.
 - Inform residents of pre-arranged services such as transportation, household pet reunification arrangements and other available resources and referrals.



Closing Schedule

- Develop and implement a closing schedule to include the following:
- Staff schedule for closing that may include debriefing and acknowledgement.
 - Cleaning and return of loaned or rental equipment.
 - Disposal and/or donation of excess expendable material/supplies.
 - Removal of internal and external signage.
 - Cleaning and repair of site.
 - Inspection and completion of site release documentation. Resolve any discrepancies through agreements to make repairs to damage, etc.
 - Processing of invoices and other reimbursement documentation.
 - Facility released to owner.



Document Retention

Retain documents in a safe and secure environment. Documentation may include:

- Logs and reports
- Incident reports
- Agreements and/or contracts
- Invoices
- Shelter registration forms
- Volunteer and staff records
- Time record retention (when reimbursement is anticipated)

Checklists



Successful shelter operations rely on the coordinated performance of 7 separate functions. Including:

- **Shelter Management:** Provide administrative support and supervision for all functions in the shelter. Ensure that the occupants' needs are being met.
- **Registration:** Ensure that all shelter occupants are greeted and registered upon arrival. Maintain system for checking occupants in and out when they leave for any period of time. Manage the system of record keeping for shelter registrations.
- **Feeding:** Supervise the food preparation and service in the shelter. Ensure that the needed supplies for the food service are available. Keep accurate records of food and supplies received and expended.
- **Dormitory Management:** Set up sleeping areas. Ensure that residents have assigned areas for sleeping. If applicable, coordinate placement of cots and blankets in area. Monitors the dormitory area to maintain a safe and quiet area to sleep/rest.
- **Staff Recruitment:** Recruit, place and support staff assigned to the shelter. Provide opportunities to shelter residents to serve as volunteers in the shelter. Maintain records of all workers that assist with shelter operation (including name, address and phone number).
- **Logistics:** Provide support for the use of the facility. Ensure the safety, security and sanitation for the shelter. Procure, store and distribute supplies and equipment at the shelter.
- **Health and Mental Health:** Provide quality health services and ensure public health standards are met.



Using the Checklists

A checklist has been developed for each of the functions listed on the previous page.

The checklists can be used as:

- Training tools. (See the “Coaching Materials” section for more information on training using checklists.)
- Ongoing checklists for each function.

NOTE: Consider making copies of each Checklist to provide to staff members during their shifts or post Checklists in functional areas as reminders for staff.



Shelter Manager Checklist

Provide administrative support and supervision for all functions in the shelter.
Ensure that the residents' needs are being met.

Opening

- Determine scope of shelter services.
- Survey and layout the space plan for the shelter.
- Complete site review.
- Brief and organize staff.
 - Ensure staff understands procedures for handling household pets, support for people who requiring access or functional support, service animals and other key issues.
- Assign staff to the following positions and initial tasks:
 - Logistics: Put up shelter identification (outside and inside as appropriate).
 - Health Services: Set up the health services area and determine immediate supply requirements and prepare to do health screening for incoming shelter residents.
 - Staffing: Ensure that all shelter staff is: registered, properly identified and evaluate staffing needs for the next 48-72 hours.
 - Registration: Set up Registration area, including Health and Mental Health areas.
 - Feeding: Prepare/set out snacks and beverages in designated area and determine when and how first meal will be served.
 - Dormitory/Logistics: Set up sleeping area. Post internal signage to include shelter guidelines.
- Call your sponsoring organization, agency or local EOC to discuss:
 - Financial authority limits.
 - Process for ordering resources.
 - Shelter activity reporting requirements.
 - Location of food supplies (vendor information, etc.).
 - Phone numbers (and e-mail address) to contact the EOC shelter supervisor *and* the points of contact with your sponsoring organization or agency.
 - Security coverage, if necessary.
 - Anticipated shelter population.
- Develop a staffing plan for the next 48-72 hours.



Shelter Manager Checklist — *Continued*

- Coordinate recruitment of additional personnel. Encourage involvement of shelter residents.
- Order any needed start-up supplies.
- Meet with Feeding staff to discuss feeding options.
- Establish a shelter log reporting system.

Ongoing

- Conduct shift change briefing with the shift supervisor to share issues from the previous shift.
- Maintain regular (at least daily) communications with your sponsoring organization or agency or the EOC:
 - Provide daily shelter activity report information.
 - Discuss problems and support needs.
 - Relay plans for shelter’s immediate future.
 - Status of over-all disaster response, including any potential issues or secondary hazards that might impact shelter operations.
- Evaluate security requirements and place support requests.
- Hold regularly scheduled meetings with shelter residents:
 - Communicate pertinent information.
 - Provide rumor control.
- Greet and work with media (in the absence of Public Information staff):
 - Obtain resident permission for media involvement.
- Hold regularly scheduled meetings with shelter staff.
- Oversee shift assignments for shelter staff as needed.
- Monitor shelter operations by regularly walking through the facility including these areas:
 - Registration area
 - Food preparation and serving areas
 - Dormitory area
 - Other areas of facility including restrooms and exterior
- Ensure resident needs and health standards are being met.
- Meet regularly with facility representative to share concerns and address potential problems.



Shelter Manager Checklist — *Continued*

- Update all contact information regularly:
 - Sponsoring organization or agency POC
 - EOC
 - Shelter staff
 - Health services contacts

Closing

- Discuss plans for closing the shelter with your sponsoring organization or agency and the local EOC.
- Discuss closing plans with shelter staff. Identify:
 - Immediate needs of each family and resources that may be able to assist.
 - Individual family relocations, if needed.
- Discuss closing plans with shelter residents. Provide:
 - Adequate notice of closing
 - Referrals, if needed
 - Relocation to another shelter, if appropriate
- Identify borrowed, misplaced or broken equipment.
- Clean facility thoroughly.
- Remove shelter signage.
- Submit all paperwork to your sponsoring agency for retention, including:
 - Shelter Registration Forms
 - Shelter staff contact information, evaluations, etc.
 - Purchasing records
 - Copies of activity logs, invoices and reports
 - Shelter incident reports
 - Contracts



Registration Checklist

The registration supervisor and workers are responsible for ensuring that persons entering and leaving the shelter go through the registration process. Complete, legible, and accurate information about the residents of the shelter is needed.

Opening

- Set up registration table near entrance. Welcome those entering and answer any questions.
- Provide enough registration tables to handle the number of residents within a reasonable period of time.
- Post registration signage at the registration area.
- Be prepared for large crowds.
 - Use only one entrance, if possible.
 - Position shelter staff at other entrances to direct residents.
 - DO NOT BLOCK fire exits.**
- Use a registration form, index cards or a pad of paper to record information about families entering the shelter. (See the Shelter Field Guide—Tools and Resources for an example.)
 - Use **only one form, card or piece of paper per family**. This allows for confidentiality and assists with record maintenance.
- Provide a Shelter Information Sheet to each family who registers. (See the Shelter Field Guide—Tools and Resources for an example.)
- Refer these individuals to a Health Service staff member:
 - Ill or injured person
 - Any individuals on special medications
 - Any individuals with special diets
 - Any individuals who claim to have formal medical training
 - People who require/request functional support or who may be medically fragile (e.g., mother with a new born infant or someone just released from the hospital)

NOTE: It is recommended that a Health Services staff member work at the registration table.

- Remind shelter residents they are expected to “sign out” at the registration desk upon final departure.



Registration Checklist – *Continued*

Ongoing

- Sign in new incoming shelter residents, track and provide new registration information to the Shelter Manager.
- Place signs at all exits to remind those leaving the shelter to go to the registration desk when checking out of the shelter.
- Provide general shelter resident information.
- Sign in and escort official visitors, including the media, to the shelter manager.

Closing

- Ensure that shelter registration forms are forwarded to the appropriate location, as instructed by the shelter manager.



Feeding Checklist

The Feeding staff advises Logistics and the Shelter Manager of what food and supplies are needed; monitors the preparation and serving of food; keeps accurate records of meals served, food and supplies received and expended; and if requested, records the hours of food preparation and serving staff.

Opening

- Discuss the following with your Shelter Manager:
 - Meal schedules
 - Menus
 - Procedures for obtaining food and supplies
 - Whether food will be prepared on-site or catered
- Establish a beverage and snack canteen as soon as possible.
- Determine when the first meal will be needed.
- Inventory the facility's food and feeding support supplies such as paper towels, plastic and paper utensils, coffee.
- Ensure all staff is briefed on safe food handling procedures and they are provided with required gloves and hair nets.



Feeding Checklist – *Continued*

NOTE: Keep the list of the facility’s initial inventory so that the inventory can be re-stocked prior to shelter closing.

- Plan menus based on these considerations:
 - Availability of food
 - Convenience of procurement and preparation
 - Cultural concerns
 - Dietary restrictions of shelter residents
 - Cost and quality
- Locate dining area near the serving area.
 - Set up tables and chairs.
 - Arrange tables and chairs to accommodate the maximum number of people expected to be served at one time.
 - Post signs communicating information such as meal times, clean up requests and food restrictions in the dormitory area.
- Evaluate staffing needs:
 - Plan staffing levels to accommodate a timely, efficient meal service.
 - Speak with the Shelter Manager if more feeding/ food preparation or serving staff is required.
- Consider the following food service staffing:
 - Kitchen and logistics supervisor
 - Cook and helpers
 - Food service workers
 - Dish washers
 - Clean-up crew
- Review local health codes and/or contact local health department for assistance and guidance.

Ongoing

- Establish a work schedule and assign shifts as necessary.
- Ensure staff are assigned to and briefed on their specific duties.
- Keep menus simple.
- Ensure there is enough food for everyone and that food is not wasted.
- Monitor food temperatures and safe food handling procedures.
- Ensure all food is eaten in the food service area and is not taken into other areas of the facility (particularly the dormitory area).
- Be open to comments and suggestions from the shelter residents.
- Serve food appropriate for the weather (i.e. cold food when the weather is hot, hot food when the weather is cold).



Feeding Checklist – *Continued*

- Keep records:
 - Maintain lists of all inventory obtained.
 - Keep receipts of all expenses incurred.
 - Record any breakage of the facility’s equipment for replacement at closing.
- Ensure that food areas are kept clean and sanitary.
- Monitor usage levels to adjust orders and inventory levels as the shelter feeding requirements change.
- Keep the shelter manager informed of the status of your food operation. Report any problems or needs.

Closing

- Determine when the last meal will be served.
- Discuss the disposition of excess food and supplies with the Shelter Manager.
- Ensure the kitchen and food service area is clean and restored to its pre-disaster condition.



Dormitory Checklist

Dormitory staff is responsible for setting up and assigning sleeping areas within the dormitory. Additionally, dormitory managers coordinate with Logistics or the Shelter Manager for cots, blankets and hygiene kits. Staff will also monitor the dormitory area to maintain a safe and quiet environment for residents to sleep and rest.

Opening

- Designate space within the dormitory area. Allocate separate spaces for:
 - Families
 - Single women
 - Single men
 - Other special groupings
- Consider items unique to the event. For example, in hurricanes the shelter may have to accommodate greater numbers of people initially. Residents may be placed into confined areas with less than 20 square feet per person until the storm is over.
- Ensure the building is ADA compliant, allowing access and movement through the building to all individuals.
- Work with Logistics or the Shelter Manager to procure blankets and cots, pillows, towels and hygiene items.
- Set up cots and distribute blankets, pillows, towels and hygiene items.

NOTE: It is recommended that 40 square feet of space be allocated per resident in the dormitory area.

Ongoing

- Communicate to residents that personal items are the responsibility of the resident.
- Post shelter rules in appropriate languages within the dormitory and monitor the dormitory to ensure shelter rules are being followed.
- Post the “lights out” and “quiet hours” schedule within the dormitory.
- Arrange for dim lighting during sleeping times.
- Coordinate with security personnel to ensure that shelter personnel circulate throughout the shelter during quiet hours.
- Control all equipment using standard inventory techniques.
- Communicate that shelter occupants are expected to help keep the dormitory area clean.
- Coordinate with Health staff to monitor shelter residents for potential health issues.



Dormitory Checklist – *Continued*

NOTE: It may be useful to have families sign for the number of cots and blankets they have been issued.

Closing

- Determine disposition of all dormitory equipment in conjunction with Shelter Manager.
- Take down and clean equipment (cots, blankets, etc.) as required.
- Return equipment as requested by the Shelter Manager.
- Clean the dormitory area, returning it to a pre-disaster condition.
- Remove all shelter signage.



Staffing Checklist

To ensure proper staffing levels, it is important to anticipate the work load and staff availability. Individuals assigned to ensure proper staffing levels will coordinate with the shelter manager and supervisors to recruit, train, assign and release employees and volunteers.

Opening

- Consult with the Shelter Manager and other supervisors to determine each function in the shelter. List:
 - Tasks to be performed and expectations
 - Skills needed
 - Hours required daily
- Prepare a daily schedule for each function that includes the:
 - List of tasks to be performed
 - Number of staff needed
 - Schedule of times for tasks to be performed
- Post daily staff sign in sheets to log individual work times.
- Secure a staffing work space that:
 - Is easily accessible to staff
 - Can be used as a sign-in, interviewing and orientation area

Ongoing

- Survey the existing shelter population for possible staff. Look for people with the type of skills and abilities needed to fill various shelter positions.
- Keep a daily record of all shelter volunteers.
 - Maintain the volunteer’s name, address and phone number.
 - Note if the volunteer was also a shelter resident.
 - Maintain a log of the volunteer’s date/hours worked.
- Ask the shelter manager what statistics will be needed for the daily report. Track and provide this information consistently.

Closing

- Provide all records needed for retention.
- Ensure volunteers receive recognition by submitting their contact information to the appropriate location.



Logistics Checklist

Logistics personnel have a variety of important tasks to perform to ensure proper shelter operations. These tasks include supporting the use of the facility; ensuring the safety, security and sanitation for the shelter; and procuring, tracking, storing and distributing supplies and equipment at the shelter.

Opening

- Conduct a quick inspection of the facility. Note the:
 - General condition of the areas to be used.
 - Potential hazard areas.
- Inventory and establish security for the facility’s supplies and equipment.
- Prepare the facility for operations.
- Place signage inside and outside the building.
- Support the equipment/furniture placement in the following areas:
 - Waiting area
 - Registration
 - Health and Mental Health Services
 - Dormitory
 - Food serving area
 - Children/family area
 - Lounge/recreation area
 - Staff area
 - Shelter Manager’s Office
 - Supply storage



Logistics Checklist – *Continued*

- Discuss with the Shelter Manager:
 - Building security
 - ADA compliance
 - Financial authority
 - Process for requesting needed items
 - Shower/bathing facilities, if applicable
 - Extra restrooms/toilet facilities, if needed

Ongoing

- Conduct routine rounds of the facility including:
 - Perimeter walks
 - Interior walks
- Conduct safety inspections:
 - Kitchens
 - Storage areas
 - Food staging areas
 - Dining areas
 - Restrooms
 - Entrances and exits
 - Dormitory areas
 - Health and Mental Health Service areas
- Coordinate with other functions on supply needs.
- Take steps to resolve any facility or supply problems.
- Consult with the food preparation supervisor about food sanitation arrangements.
- Discuss waste removal and pick-up arrangements with your sponsoring organization or agency.
- Order supplies necessary to ensure proper sanitation and personal hygiene.
- Keep records of expenses.

Closing

- Return all borrowed or rented equipment to owners.
 - Submit a list of returned items to your Shelter Manager.
- Return the facility to its pre-disaster condition.
 - Clean the facility.
 - Remove signage inside and outside.
 - Note any shelter related damage and arrange for repair.
- Conduct a final inspection of the building
 - Discuss any additional follow-up needed with your sponsoring organization or agency.



Health and Mental Health Checklist

When possible, health and mental health services should be made available to ensure that shelter residents' basic health needs and applicable public health standards are met. This is often achieved by referring residents to the appropriate medical providers.

Opening

- Obtain contact information from your sponsoring organization or and discuss potential Health and Mental Health needs and resources for the shelter.
- Conduct an initial health and mental health screening with each family member and make appropriate referral if necessary.

Ongoing

- Arrange to meet the anticipated needs of all shelter residents, including:
 - Infants
 - Elderly
 - Occupants with functional needs
- Discuss needed medical coverage with your sponsoring organization or agency.
- Determine special diets needed and discuss these with your Shelter or Feeding Manager.
- Note individuals with communicable diseases (e.g., flu, lice) and discuss appropriate interventions with your sponsoring organization or agency.
- Note individuals with preexisting health challenges.
- Discuss shelter facility health inspections with your sponsoring organization or agency.
- Monitor individuals on medications and provide secure storage for these medications.
- Discuss shelter facility health inspections with your sponsoring organization or agency.
- Arrange for 24-hour medical consultation by getting a recommendation from your sponsoring organization or agency, or the local EOC.
- Ensure health/medical records are properly documented and securely maintained.



Health and Mental Health Checklist- *Continued*

Closing

- Transfer health/medical records as directed by your sponsoring organization or agency.
- Return supplies and equipment.

NOTE: Always:

- Coordinate with local health departments, hospitals, ambulance services, crisis counseling services and local mental health agencies to establish their capabilities and protocol for support.
- Have emergency phone numbers in an easily viewable location and make a phone available for staff and residents to call for help.
- Identify qualified staff that can administer First-Aid/ CPR and have a fully stocked first-aid kit available.

Coaching Aids



The following coaching aids are provided to assist Shelter Managers and their designees in quickly training shelter staff.

NOTE: The American Red Cross offers courses on shelter operations. For more information, please contact your local American Red Cross chapter.

Preparing to Train

- Gather needed materials:
 - Shelter Field Guide
 - Copy of position checklist
 - Copy of position coaching aid
 - Examples of forms (contact your sponsoring agency for any specific registration forms to be used in your shelter).
- Review the sections specified in the coaching aid.
- Review the position checklist.
- Pre-identify items you want to demonstrate for the trainee and the materials that will be needed.
- Self-Study** – Have trainee review those areas of the Shelter Field guide identified on the coaching aid.
- Discuss** – Use the **Discussion Points** on the coaching aid to discuss position-relevant information with the trainee.
- Demonstrate** – Demonstrate the tasks you wish the trainee to complete.
- Observe** – Observe the trainee completing tasks. Provide guidance and assistance if needed.
- Reinforce** – Reinforce the training concepts by answering any questions the trainee may have.



Shelter Management Coaching Aid

Self Study

- Have trainee review the following sections of the Shelter Field Guide:
 - Introduction
 - Before Opening a Shelter
 - Opening a Shelter
 - Ongoing Shelter Operations
 - Transition for Closing
 - Closing the Shelter
 - Checklists

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening A Shelter

- The fundamental objectives of shelter operations. (pg. 2)
- The first four steps in opening a shelter. (pg. 5-6)
- Items to consider when determining the shelter layout. (pg. 7-11)
- Shelter rules (pg. 12)
- Staffing recommendations (pg. 12-18)
 - Discuss use of resident volunteers to augment shelter staff.
 - Discuss handling staffing overages/shortages.
 - Discuss staffing template.
- Material resources/logistics (pg. 18)
- Safety and security (pg. 19-21)
- Functional needs support services (pg. 22)
 - Discuss how functional needs will be met.
 - Discuss policy/procedure regarding service animals and household pets.

Opening A Shelter

- Schedule of daily activities (pg. 26)
- Registration process (pg. 27)
- Policy/procedure for unaccompanied minors (pg. 28)
- Policy/procedure for registered sex offenders (pg. 28)
- Policy/procedure for privacy and information sharing (pg. 29)



Shelter Management Coaching Aid – *continued*

- Daily management of registration; dormitory management; health and mental health services; food services; logistics (pg. 27-35)
- Policy/procedure for monetary and material donations (pg. 35)
- Communications (pg. 36-38)

Ongoing Shelter Operations

- Reporting structure and tools (pg. 39-40)
- Reunification services (pg. 41-42)
- Transportation (pg. 42)

Transition for Closing

- Discuss triggers that could signal it is time to close the shelter. (pg. 43)

Closing the Shelter

- Shelter closing considerations (pg. 44)
- Document retention (pg. 46)

Demonstrate

- Refer to the pre-identified items you selected to demonstrate for the trainee.
- Demonstrate these processes. Suggested processes for the shelter manager could include:
 - Preparing a daily activity schedule
 - Preparing a staffing checklist
 - Reviewing expenditures
 - Reporting shelter numbers
- Ensure the trainee feels confident completing each of the selected tasks.
- Respond to any questions the trainee may have.
- Review the Shelter Management Checklist with the trainee. Provide copies for the trainee to use.

Observe

- Have the trainee shadow you during a shift.
- Allow the trainee to complete tasks and observe his/her performance.
- Provide assistance as needed and answer any questions.

Reinforce

- Remember every individual learns at his/her own pace.
- Reinforce learning by:
 - Encouraging the trainee to ask questions.
 - Being available to answer questions and demonstrate tasks.
 - Explaining the support agency policies and procedures, local/state laws, or other guidance that governs policy and decision-making within the shelter.



Registration Coaching Aid

Self Study

Have the trainee review the following sections of the Shelter Field Guide:

- Introduction (pg. 1-4)
- Before Opening a Shelter
 - Establish Shelter Rules (pg. 12)
 - Security Precautions (pg. 20)
 - Service Animals (pg. 24)
 - Household Pets (pg. 25)
- Opening a Shelter
 - Registration (pg. 27-29)
 - Monetary and Material Donations (pg. 35)
- Closing the Shelter
 - Document Retention (pg. 46)
- Checklists
 - Registration Checklist (pg. 52-53)

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening A Shelter

- Shelter rules pertaining to registering upon entering the facility
- Security issues at registration

Opening A Shelter

- Policy/procedure for:
 - Service animals and household pets
 - Unaccompanied minors
 - Registered sex offenders
 - Privacy and information sharing
 - Monetary and material donations
- Communications

Ongoing Shelter Operations

- Required reporting
- Shelter ingress and egress policies

Transition for Closing

- Discuss triggers that could signal it is time to close the shelter.
- Discuss any information needed from registration in order to make a shelter closing determination.



Registration Coaching Aid – *Continued*

Closing the Shelter

- Returning registration materials
- Returning the area to its previous condition
- Document retention

Demonstrate

- Refer to the pre-identified items you selected to demonstrate for the trainee.
- Demonstrate these processes. Suggested processes for registration could include:
 - Completing a registration form
 - Storing the registration form in a safe place
 - Developing a shelter population report
 - Handling sensitive situations such as unaccompanied minor, registered sex offender
 - Handling service animals
 - Handling household pets
- Ensure the trainee feels confident completing each of the selected tasks.
- Respond to any questions the trainee may have.
- Review the Registration Checklist with the trainee. Provide copies for the trainee to use.

Observe

- Have the trainee shadow you during a shift.
- Allow the trainee to complete tasks and observe his/her performance.
- Provide assistance as needed and answer any questions.

Reinforce

- Remember every individual learns at his/her own pace.
- Reinforce learning by:
 - Encouraging the trainee to ask questions.
 - Being available to answer questions and demonstrate tasks.
 - Explaining the support agency policies and procedures, local/state laws, or other guidance that governs registration policy within the shelter.



Feeding Coaching Aid

Self Study

Have the trainee review the following sections of the Shelter Field Guide:

- Introduction (pg. 1-4)
- Before Opening a Shelter
 - Determine the Scope of Shelter Services Needed (pg. 6)
 - Meal Preparation and Serving Areas (pg. 8-9)
 - Establish Shelter Rules (pg. 12)
- Opening a Shelter
 - Establish Schedules for Daily Activity (pg. 26)
 - Feeding (pg. 33)
 - Monetary and Material Donations (pg. 35)
- Closing the Shelter
 - Document Retention (pg. 46)
- Checklists
 - Feeding (pg. 54-56)

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening A Shelter

- Meal schedules
- Special dietary needs
- Cultural preferences
- Food service staff

Opening A Shelter

- Daily activity schedule
- Food and supply inventory
- Food and supply ordering

Ongoing Shelter Operations

- Required reporting
- Food service rules for residents

Transition for Closing

- Discuss triggers that could signal it is time to close the shelter.
- Discuss any information needed from food service in order to make a shelter closing determination.



Feeding Coaching Aid – *Continued*

Closing the Shelter

- Returning food service supplies and equipment
- Determining disposition of food stuffs
- Returning the area to its previous condition
- Document retention

Demonstrate

- Refer to the pre-identified items you selected to demonstrate for the trainee.
- Demonstrate these processes. Suggested processes for food service could include:
 - Menu preparation
 - Meal preparation
 - Meal service
 - Inventory
 - Ordering
 - Equipment maintenance
 - Record keeping
- Ensure the trainee feels confident completing each of the selected tasks.
- Respond to any questions the trainee may have.
- Review the Feeding Checklist with the trainee. Provide copies for the trainee to use.

Observe

- Have the trainee shadow you during a shift.
- Allow the trainee to complete tasks and observe his/her performance.
- Provide assistance as needed and answer any questions.

Reinforce

- Remember every individual learns at his/her own pace.
- Reinforce learning by:
 - Encouraging the trainee to ask questions.
 - Being available to answer questions and demonstrate tasks.
 - Explaining the support agency policies and procedures, local/state laws, or other guidance that governs food preparation and food service policy.



Dormitory Coaching Aid

Self Study

Have the trainee review the following sections of the Shelter Field Guide:

- Introduction (pg. 1-4)
- Before Opening a Shelter
 - Site Layout and Set-Up(pg. 6-11)
 - Establish Shelter Rules (pg. 12)
 - Safety and Security (pg. 19-21)
 - Functional Needs Support Services (pg. 22-24)
- Opening a Shelter
 - Establish Schedules for Daily Activity (pg. 26)
 - Dormitory Management (pg. 29-30)
 - Monetary and Material Donations (pg. 35)
- Closing the Shelter
 - Document Retention (pg. 46)
- Checklists
 - Food Preparation Checklist (pg. 54-56)

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening A Shelter

- Setting up the dormitory
- Dormitory rules
- Personal hygiene/comfort items
- Dormitory staff

Opening A Shelter

- Daily activity schedule
- ADA compliance
- Assigning space within the dormitory

Ongoing Shelter Operations

- Dormitory rules
- Dormitory security
- Required reporting



Dormitory Coaching Aid – *Continued*

Transition for Closing

- Discuss triggers that could signal it is time to close the shelter.
- Discuss any information needed from the dormitory in order to make a shelter closing determination.

Closing the Shelter

- Returning supplies and equipment
- Returning the area to its previous condition
- Document retention

Demonstrate

- Refer to the pre-identified items you selected to demonstrate for the trainee.
- Demonstrate these processes. Suggested processes for the dormitory could include:
 - Setting up cots
 - Inventory management
 - Maintaining a clean dormitory
 - Equipment maintenance
 - Record keeping
- Ensure the trainee feels confident completing each of the selected tasks.
- Respond to any questions the trainee may have.
- Review the Dormitory Checklist with the trainee. Provide copies for the trainee to use.

Observe

- Have the trainee shadow you during a shift.
- Allow the trainee to complete tasks and observe his/her performance.
- Provide assistance as needed and answer any questions.

Reinforce

- Remember every individual learns at his/her own pace.
- Reinforce learning by:
 - Encouraging the trainee to ask questions.
 - Being available to answer questions and demonstrate tasks.
 - Explaining the support agency policies and procedures, local/state laws, or other guidance that governs dormitory management policy.



Staff Recruitment Coaching Aid

Self Study

Have the trainee review the following sections of the Shelter Field Guide:

- Introduction (pg. 1-4)
- Before Opening a Shelter
 - Establish Shelter Rules (pg. 12)
 - Staffing (pg. 12-17)
 - Possible Staffing Challenges (pg. 18)
 - Shelter Team Table of Organization (pg. 17)
 - Safety and Security (pg. 19-21)
- Opening a Shelter
 - Establish Schedules for Daily Activity (pg. 26)
 - Monetary and Material Donations (pg. 35)
- Closing the Shelter
 - Document Retention (pg. 46)
- Checklists
 - Staffing Checklist (pg. 59)

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening A Shelter

- Staffing requirements
- Recruitment possibilities
- Shelter policies and procedures

Opening A Shelter

- Daily activity schedule
- Staff schedule for each function
- Recruitment

Ongoing Shelter Operations

- Maintaining the staff schedule
- Maintaining log of volunteer hours worked
- Addressing staff issues
- Reporting



Staff Recruitment Coaching Aid – *Continued*

Transition for Closing

- Discuss triggers that could signal it is time to close the shelter.
- Discuss any information needed from staffing in order to make a shelter closing determination.

Closing the Shelter

- Returning supplies and equipment
- Returning the area to its previous condition
- Document retention
- Ensure volunteers receive recognition for their work at the shelter

Demonstrate

- Refer to the pre-identified items you selected to demonstrate for the trainee.
- Demonstrate these processes. Suggested processes for staffing could include:
 - Staff and Volunteer orientation
 - Staff documentation and records
 - Volunteer hours worked
 - Disciplinary actions
 - Incident reporting
 - Recruitment
 - Scheduling
 - Other Record Keeping
- Ensure the trainee feels confident completing each of the selected tasks.
- Respond to any questions the trainee may have.
- Review the Staffing Checklist with the trainee. Provide copies for the trainee to use.

Observe

- Have the trainee shadow you during a shift.
- Allow the trainee to complete tasks and observe his/her performance.
- Provide assistance as needed and answer any questions.

Reinforce

- Remember every individual learns at his/her own pace.
- Reinforce learning by:
 - Encouraging the trainee to ask questions.
 - Being available to answer questions and demonstrate tasks.
 - Explaining the support agency policies and procedures, local/state laws, or other guidance that governs staffing policy.



Logistics Coaching Aid

Self Study

Have the trainee review the following sections of the Shelter Field Guide:

- Introduction (pg. 1-4)
- Before Opening a Shelter
 - Complete a Site Review (pg. 4-6)
 - Site Layout and Set-Up (pg. 7-10)
 - Sample Shelter Floor Plan (pg. 11)
 - Logistics (pg. 18)
 - Safety and Security (pg. 19-21)
 - Fire Safety (pg. 21)
- Opening a Shelter
 - Establish Schedules for Daily Activity (pg. 26)
 - Logistics (pg. 33-35)
 - Monetary and Material Donations (pg. 35)
- Closing the Shelter
 - Closing Schedule (pg. 45)
 - Document Retention (pg. 46)
- Checklists
 - Logistics Checklist (pg. 60-61)

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening A Shelter

- Conducting a site review
- Site layout and set-up
- Initial Inventory
- Shelter policies and procedures

Opening A Shelter

- Daily activity schedule
- Facilities maintenance
- Inventory control
- Procurement
- Financial authorities



Logistics Coaching Aid – *Continued*

Ongoing Shelter Operations

- Inventory control
- Ongoing procurement
- Ongoing financial authorities
- Facilities maintenance
- Safety and security

Transition for Closing

- Discuss triggers that could signal it is time to close the shelter.
- Discuss any information needed from logistics in order to make a shelter closing determination.

Closing the Shelter

- Returning supplies and equipment
- Returning the area to its previous condition
- Document retention

Demonstrate

- Refer to the pre-identified items you selected to demonstrate for the trainee.
- Demonstrate these processes. Suggested processes for logistics could include:
 - Inventory control
 - Procurement
 - Facilities maintenance
 - Safety and security
 - Other Record Keeping
- Ensure the trainee feels confident completing each of the selected tasks.
- Respond to any questions the trainee may have.
- Review the Logistics Checklist with the trainee. Provide copies for the trainee to use.

Observe

- Have the trainee shadow you during a shift.
- Allow the trainee to complete tasks and observe his/her performance.
- Provide assistance as needed and answer any questions.



Logistics Coaching Aid – *Continued*

Reinforce

- Remember every individual learns at his/her own pace.
- Reinforce learning by:
 - Encouraging the trainee to ask questions.
 - Being available to answer questions and demonstrate tasks.
 - Explaining the support agency policies and procedures, local/state laws, or other guidance that governs logistics policy.



Health and Mental Health Services Coaching Aid

Self Study

Have the trainee review the following sections of the Shelter Field Guide:

- Introduction (pg. 1-4)
- Before Opening a Shelter
 - Site Layout and Set-Up (pg. 7-11)
 - Establish Shelter Rules (pg. 12)
 - Safety and Security (pg. 19-21)
 - Functional Needs Support Services (pg. 22-24)
- Opening a Shelter
 - Establish Schedules for Daily Activity (pg. 26)
 - Health and Mental Health (pg. 30-33)
 - Monetary and Material Donations (pg. 35)
- Closing the Shelter
 - Document Retention (pg. 46)
- Checklists
 - Health and Mental Health Services Checklist (pg. 62-63)

Discussion Points

Discuss the following items with the trainee and answer any questions the trainee may have.

Before Opening A Shelter

- Shelter policies and procedures

Opening A Shelter

- Health and mental health policies
- Supporting agency and medical support contact information
- Assessing the shelter population

Ongoing Shelter Operations

- Accommodating special needs
- Providing for special dietary requirements
- Preventing the spread of communicable disease
- Ensuring the security of medical records and medications
- Monitoring the health of the shelter population
- Maintaining 24-hour medical consultation
- Record keeping



Health and Mental Health Services Coaching Aid – *Continued*

Transition for Closing

- Discuss triggers that could signal it is time to close the shelter.
- Discuss any information needed from health and mental health in order to make a shelter closing determination.

Closing the Shelter

- Returning supplies and equipment
- Returning the area to its previous condition
- Document retention

Demonstrate

- Refer to the pre-identified items you selected to demonstrate for the trainee.
- Demonstrate these processes. Suggested processes for health and mental health could include:
 - Health assessment form
 - Record security
 - Medicine security
 - Contact information
 - Other Record Keeping
- Ensure the trainee feels confident completing each of the selected tasks.
- Respond to any questions the trainee may have.
- Review the Health and Mental Health Checklist with the trainee. Provide copies for the trainee to use.

Observe

- Have the trainee shadow you during a shift.
- Allow the trainee to complete tasks and observe his/her performance.
- Provide assistance as needed and answer any questions.

Reinforce

- Remember every individual learns at his/her own pace.
- Reinforce learning by:
 - Encouraging the trainee to ask questions.
 - Being available to answer questions and demonstrate tasks.
 - Explaining the support agency policies and procedures, local/state laws, or other guidance that governs health and mental health policy.

Tools and Resources



Resource Links

AA website	www.aa.org
American Humane Association	www.americanhumane.org
American Red Cross	www.redcross.org
American Society for the Protection of Cruelty to Animals (ASPCA)	www.aspca.org
Best Friends Animal Society	www.bestfriends.org
Caring for Our Children: National Health and Safety Performance Standards	www.nrckids.org/CFOC
Center For Disease Control (CDC) – Emergency Preparedness & Response	www.emergency.cdc.gov
CDC Public Health Assessment and Surveillance Tools After a Disaster	www.bt.cdc.gov/disasters/surveillance
CDC Pandemic Flu Guide for Shelter	www.cdc.gov/h1n1flu/guidance/emergencyshelters.htm www.flu.gov/professional/community/emergencyselters.html
CDC Shelter Assessment Tool	www.bt.cdc.gov/shelterassessment
CDC Shelter Resources	www.cdc.gov/nceh/ehs/ETP/shelter.htm
Department of Justice (DOJ) ADA Checklist for Shelters	www.ada.gov/pcatoolkit/chap7shelterchk.htm
DOJ: ADA Best Practices Tool Kit for State and Local Governments: The ADA and Emergency Shelters: Access for All in Emergencies and Disasters	www.ada.gov/pcatoolkit/chap7shelterprog.htm
Disaster Planning - Meeting the Special Needs of Pregnant Women & Infants - 6 Key Elements for Every Disaster Plan	www.doh.state.fl.us/family/mch/disasterpreparedness/MODdisaster.pdf
FEMA: Eligible Costs Related to Evacuation and Sheltering	www.fema.gov/government/grant/pa/9523_15.shtm

Resource Links -- *continued*

FEMA Reference Guide for Accommodating Persons with Disabilities	www.fema.gov/oer/reference/index.shtm
FEMA : Private Nonprofit (PNP) Facility Eligibility	www.fema.gov/government/grant/pa/95213.shtm
FEMA Public Assistance Guide	www.fema.gov/government/grant/pa/pag07_t.shtm
Guidelines for Out-of-Home Child Care, 2nd Edition	http://nrc.uchsc.edu/CFOC/index.html
Helping Families and Children Cope With Traumatic Events	www.naccrra.org/for_parents/traumatic-events/
HHS Health Information Privacy Act (HIPPA) information	www.hhs.gov/ocr/privacy/hipaa/understand/index.html
Infants & Young Child Feeding in Emergencies: Operational Guidance for Emergency Relief Staff and Program Managers	www.enonline.net/pool/files/ife/ops-guidance-2-1-english-010307.pdf
Initial Intake & Assessment Tool - HHS/American Red Cross	www.acf.hhs.gov/ohsepr/snp/docs/disaster_shelter_initial_intake_tool.pdf
Keeping Children Safe - A Policy Agency for Day Care in Emergencies	www.naccrra.org/disaster/docs/Disaster_Report.pdf
National Child Care Information & Technical Assistance Center - State Contacts	http://nccic.acf.hhs.gov/statedata/dirs/index.cfm
National Shelter System (NSS)	www.nss.communityos.org/cms
National Family Registry National Emergency Family Registry and Locator System (NFRLRS)	www.fema.gov/media/fact_sheets/nefrls.shtm
NVOAD	www.nvoad.org
NVOAD Disaster Spiritual Care Points of Consensus	www.nvoad.org/Portals/0/ESCC-SC-POC%20Final-weblayout.pdf
Substance Abuse & Mental Health Services Administration (SAMHSA)	www.samhsa.gov
Safe and Well	www.disastersafe.redcross.org
Section 508 Compliance	www.section508.gov

Resource Links -- *continued*

ServSafe®	www.servsafe.com
Society of Animal Welfare Administrators (SAWA)	www.sawanetwork.org
State and/or FEMA Volunteer Reception Center processes	www.serve.gov
State Emergency Planning and Preparedness Recommendations for Maternal and Child Health Populations	www.amchp.org/PUBLICATIONS/EMERGENCYPREPAREDNESS/Pages/StateEmergencyPlanningandPreparednessRecommendationsforMaternalandChildHealthPopulations.aspx
The Humane Society of the United States (HSUS)	www.hsus.org
The Sphere Project: Humanitarian Charter & Minimum Standards in Disaster Response	www.sphereproject.org/content/view/27/84
WHO: Environmental Health in Emergencies & Disasters	www.who.int/water_sanitation_health/hygiene/emergencies/en
Women & Infants Service Package (WISP)	www.whiteribbonalliance.org/Resources/Documents/WISP.Final.07.27.07.pdf

Appendix D

An ADA Guide for Local Governments

Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities

U.S. Department of Justice



An ADA Guide for Local Governments

Making Community Emergency Preparedness and Response Programs Accessible to People with Disabilities

One of the most important roles of local government is to protect their citizenry from harm, including helping people prepare for and respond to emergencies. Making local government emergency preparedness and response programs accessible to people with disabilities is a critical part of this responsibility. Making these programs accessible is also required by the Americans with Disabilities Act of 1990 (ADA).



A police officer uses written notes and hand gestures to tell a man who is deaf to evacuate.

A family, including a woman with a service animal, arrives at a shelter.



A man using a wheelchair enters a paratransit van provided so he can evacuate from his home.

PLANNING

If you are responsible for your community's emergency planning or response activities, you should involve people with disabilities in identifying needs and evaluating effective emergency management practices. Issues that have the greatest impact on people with disabilities include:

- notification;
- evacuation;
- emergency transportation;
- sheltering;
- access to medications, refrigeration, and back-up power;
- access to their mobility devices or service animals while in transit or at shelters; and
- access to information.

In planning for emergency services, you should consider the needs of people who use mobility aids such as wheelchairs, scooters, walkers, canes or crutches, or people who have limited stamina. Plans also need to include people who use oxygen or respirators, people who are blind or who have low vision, people who are deaf or hard of hearing, people who have a cognitive disability, people with mental illness, and those with other types of disabilities.

Action Steps: Planning

Solicit and incorporate input from people with different types of disabilities (e.g. mobility, vision, hearing, cognitive and other disabilities) regarding all phases of your emergency management plan including:

- preparation;
- notification;
- response; and
- clean up.

NOTIFICATION

Many traditional emergency notification methods are not accessible to or usable by people with disabilities. People who are deaf or hard of hearing cannot hear radio, television, sirens, or other audible alerts. Those who are blind or who have low vision may not be aware of visual cues, such as flashing lights. Warning methods should be developed to ensure that all citizens will have the information necessary to make sound decisions and take appropriate, responsible action. Often, using a combination of methods will be more effective than relying on one method alone. For instance, combining visual and audible alerts will reach a greater audience than either method would by itself.

Action Steps: Notification

Provide ways to inform people who are deaf or hard of hearing of an impending disaster if you use emergency warning systems such as sirens or other audible alerts.

When the electric power supply is affected, it may be necessary to use several forms of notification. These might include the use of telephone calls, auto-dialed TTY (teletypewriter) messages, text messaging, E-mails, and even direct door-to-door contact with pre-registered individuals.

Also, you should consider using open-captioning on local TV stations in addition to incorporating other innovative uses of technology into such procedures, as well as lower-tech options such as dispatching qualified sign language interpreters to assist in broadcasting emergency information provided to the media.



A woman who is deaf reads a captioned evacuation notice on her television.



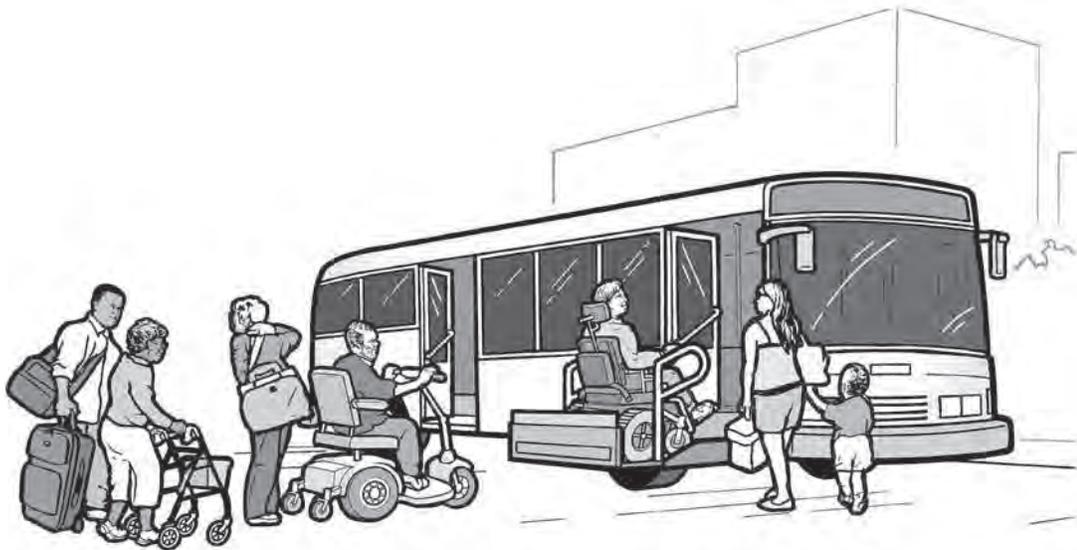
A police officer uses hand gestures and a printed note to tell a woman who is deaf that she needs to evacuate her home.

EVACUATION

Individuals with disabilities will face a variety of challenges in evacuating, depending on the nature of the emergency. People with a mobility disability may need assistance leaving a building without a working elevator. Individuals who are blind or who have limited vision may no longer be able to independently use traditional orientation and navigation methods. An individual who is deaf may be trapped somewhere unable to communicate with anyone because the only communication device relies on voice. Procedures should be in place to ensure that people with disabilities can evacuate the physical area in a variety of conditions and with or without assistance.

Action Steps: Evacuation of People with Disabilities

Adopt policies to ensure that your community evacuation plans enable people with disabilities, including those who have mobility, vision, hearing, or cognitive disabilities, mental illness, or other disabilities, to safely self-evacuate or to be evacuated by others. Some communities are instituting voluntary, confidential registries of persons with disabilities who may need individualized evacuation assistance or notification. If you adopt or maintain such a registry, have procedures in place to ensure its voluntariness, guarantee confidentiality controls, and develop a process to update the registry. Also consider how best to publicize its availability. Whether or not a registry is used, your plan should address accessible transportation needs for people who use wheelchairs, scooters, or other mobility aids as well as people who are blind or who have low vision.



A transit bus equipped with a wheelchair lift is used to evacuate individuals and families.

Both public and private transportation may be disrupted due to overcrowding, because of blocked streets and sidewalks, or because the system is not functioning at all. The movement of people during an evacuation is critical, but many people with disabilities cannot use traditional, inaccessible transportation.

Action Steps: Evacuation with Accessible Vehicles

Identify accessible modes of transportation that may be available to help evacuate people with disabilities during an emergency. For instance, some communities have used lift-equipped school or transit buses to evacuate people who use wheelchairs during floods.



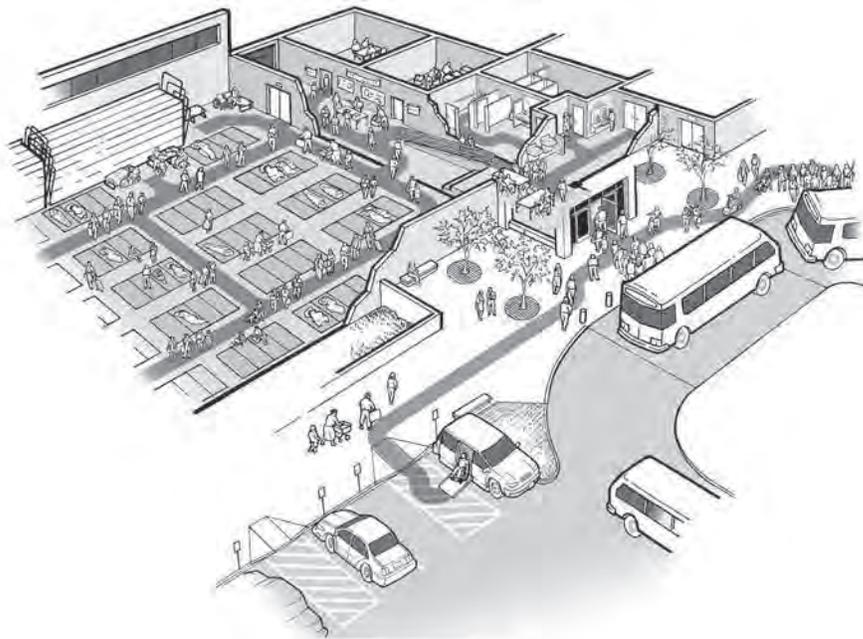
A lift-equipped school bus is used to evacuate an individual using a wheelchair and her family.

SHELTERING

When disasters occur, people are often provided safe refuge in temporary shelters. Some may be located in schools, office buildings, tents, or other areas. Historically, great attention has been paid to ensuring that those shelters are well stocked with basic necessities such as food, water, and blankets. But many of these shelters have not been accessible to people with disabilities. Individuals using a wheelchair or scooter have often been able somehow to get to the shelter, only to find no accessible entrance, accessible toilet, or accessible shelter area.

Action Steps: Accessible Shelters

Survey your community's shelters for barriers to access for persons with disabilities. For instance, if you are considering incorporating a particular high school gymnasium into your sheltering plan, early in the process you should examine its parking, the path to the gymnasium, and the toilets serving the gymnasium to make sure they are accessible to people with disabilities. If you find barriers to access, work with the facility's owner to try to get the barriers removed. If you are unable to do so, consider another nearby facility for your community sheltering needs.



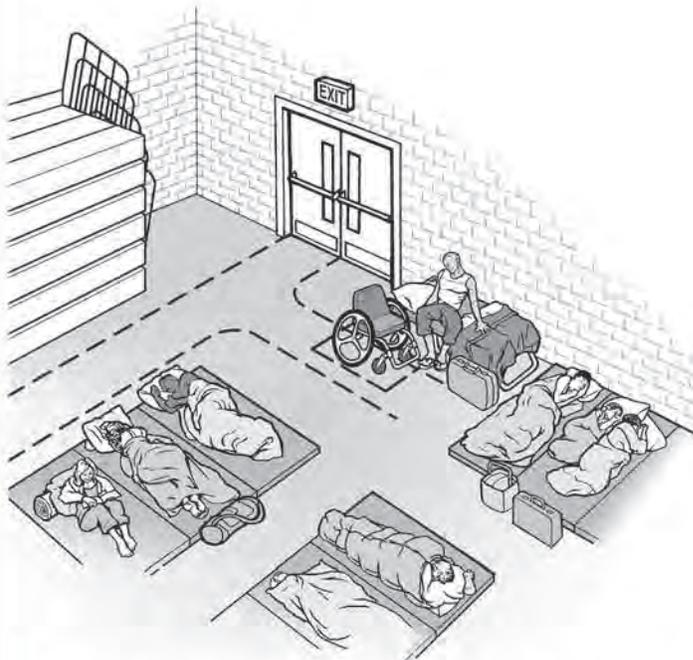
A shelter with accessible features including parking, drop-off area, entrance, toilet rooms, and sleeping areas.

Until all of your emergency shelters have accessible parking, exterior routes, entrances, interior routes to the shelter area, and toilet rooms serving the shelter area; you should identify and widely publicize to the public, including persons with disabilities and the organizations that serve them, the locations of the most accessible emergency shelters.

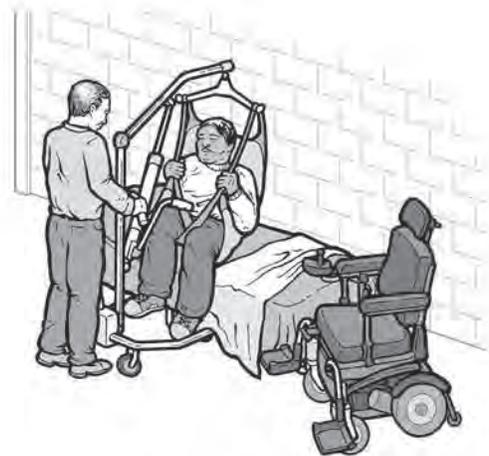
Shelter staff and volunteers are often trained in first aid or other areas critical to the delivery of emergency services, but many have little, if any, familiarity with the needs of people with disabilities. In some instances, people with disabilities have been turned away from shelters because of volunteers' lack of confidence regarding the shelter's ability to meet their needs. Generally, people with disabilities may not be segregated or told to go to "special" shelters designated for their use. They should ordinarily be allowed to attend the same shelters as their neighbors and coworkers.

Action Steps: Input on Shelter Planning and Staff Training

Invite representatives of group homes and other people with disabilities to meet with you as part of your routine shelter planning. Discuss with them which shelters they would be more likely to use in the event of an emergency and what, if any, disability-related concerns they may have while sheltering. Develop site-specific instructions for your volunteers and staff to address these concerns.



A individual who uses a wheelchair sits on a cot that is placed against a wall. The height of the bed and the wheelchair seat are of similar height making it possible for this person to transfer from the wheelchair to the bed.



A shelter worker helps a person onto a cot using a portable lift provided by the shelter.



A shelter worker helps a man transfer onto a cot.

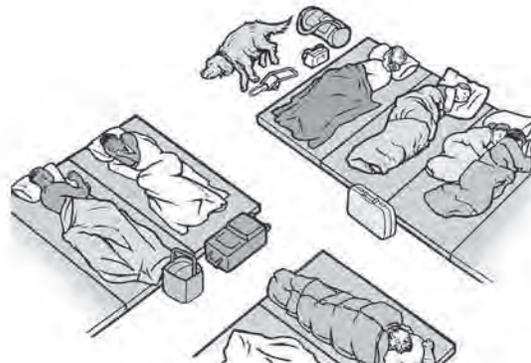
Many shelters have a “no pets” policy and some mistakenly apply this policy to exclude service animals such as guide dogs for people who are blind, hearing dogs for people who are deaf, or dogs that pull wheelchairs or retrieve dropped objects. When people with disabilities who use service animals are told that their animals cannot enter the shelter, they are forced to choose between safety and abandoning a highly trained animal that accompanies them everywhere and allows them to function independently.

Action Steps: Service Animals

Adopt procedures to ensure that people with disabilities who use service animals are not separated from their service animals when sheltering during an emergency, even if pets are normally prohibited in shelters. While you cannot unnecessarily segregate persons who use service animals from others, you may consider the potential presence of persons who, for safety or health reasons, should not be with certain types of animals.



A man using a wheelchair arrives at a shelter with his family and service animal.



A woman has a service animal lying on the floor next to her cot.

Individuals whose disabilities require medications, such as certain types of insulin that require constant refrigeration, may find that many shelters do not provide refrigerators or ice-packed coolers. Individuals who use life support systems and other devices rely on electricity to function and stay alive and, in many cases, may not have access to a generator or other source of electricity within a shelter.

Action Steps: Medications, Refrigeration, and Back-up Power

Ensure that a reasonable number of emergency shelters have back-up generators and a way to keep medications refrigerated (such as a refrigerator or a cooler with ice). These shelters should be made available on a priority basis to people whose disabilities require access to electricity and refrigeration, for example, for using life-sustaining medical devices, providing power to motorized wheelchairs, and preserving certain medications, such as insulin, that require refrigeration. The public should be routinely notified about the location of these shelters. In addition, if you choose to maintain a confidential registry of individuals needing transportation assistance, this registry could also record those who would be in need of particular medications. This will facilitate your planning priorities.



A person using a wheelchair picks up medication at the shelter.

People who are deaf or hard of hearing may not have access to audible information routinely made available to people in the temporary shelters. Individuals who are blind or who have low vision will not be able to use printed notices, advisories, or other written information.

Action Steps: Communications

Adopt procedures to provide accessible communication for people who are deaf or hard of hearing and for people with severe speech disabilities. Train staff on the basic procedures for providing accessible communication, including exchanging notes or posting written announcements to go with spoken announcements. Train staff to read printed information, upon request, to persons who are blind or who have low vision.



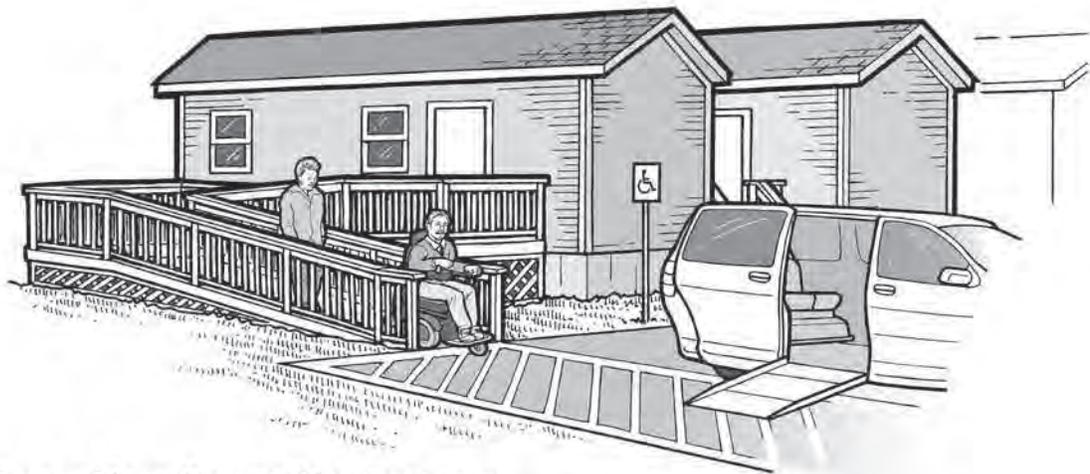
A shelter worker reads printed information to a woman who is blind.

RETURNING HOME

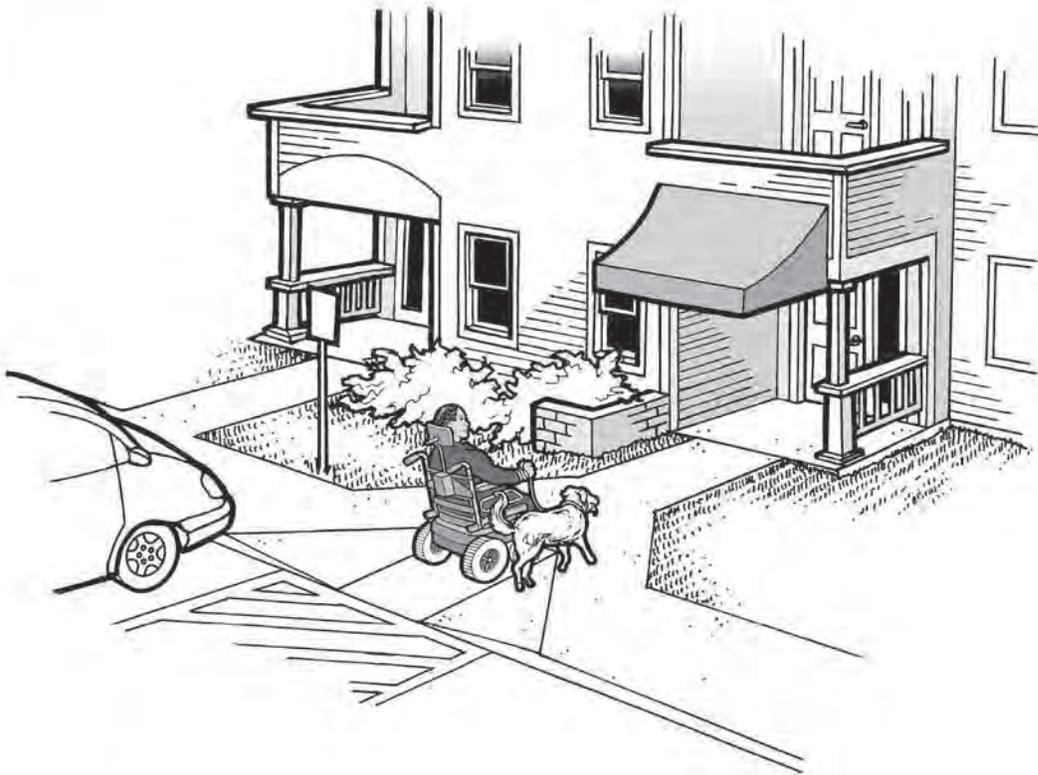
The needs of individuals with disabilities should be considered, too, when they leave a shelter or are otherwise allowed to return to their home. If a ramp has been destroyed, an individual with a mobility impairment will be unable to get into and out of the house. In case temporary housing is needed past the stay at the shelter, your emergency response plan could identify available physically accessible short-term housing, as well as housing with appropriate communication devices, such as TTY's, to ensure individuals with communication disabilities can communicate with family, friends, and medical professionals.

Action Steps: Planning

Identify temporary accessible housing (such as accessible hotel rooms within the community or in nearby communities) that could be used if people with disabilities cannot immediately return home after a disaster if, for instance, necessary accessible features such as ramps or electrical systems have been damaged.



A portable trailer provides temporary accessible housing for an individual who uses a wheelchair and his family. In addition to accessible features inside, the trailer also has an accessible entrance, accessible parking, and the trailer is located on an accessible route to other site features in the mobile home park.



A man using a wheelchair and his service animal enters temporary accessible housing provided in an apartment building.

CONTRACTING FOR EMERGENCY SERVICES

Many local governments provide emergency services through contracts with other local governments or private relief organizations. These entities may not fully understand the role they need to play in meeting your obligation to provide accessible emergency services.

Action Steps: Contracting for Emergency Services

Make sure that contracts for emergency services require providers to follow appropriate steps outlined in this document. Review the terms of these contracts on a regular basis to ensure that they continue to meet the accessibility needs of people with disabilities. Provide training to contractors so that they understand how best to coordinate their activities with your overall accessibility plan for emergency services.

Appendix E

ADA Checklist for Emergency Shelters

U.S. Department of Justice



Facility Information:

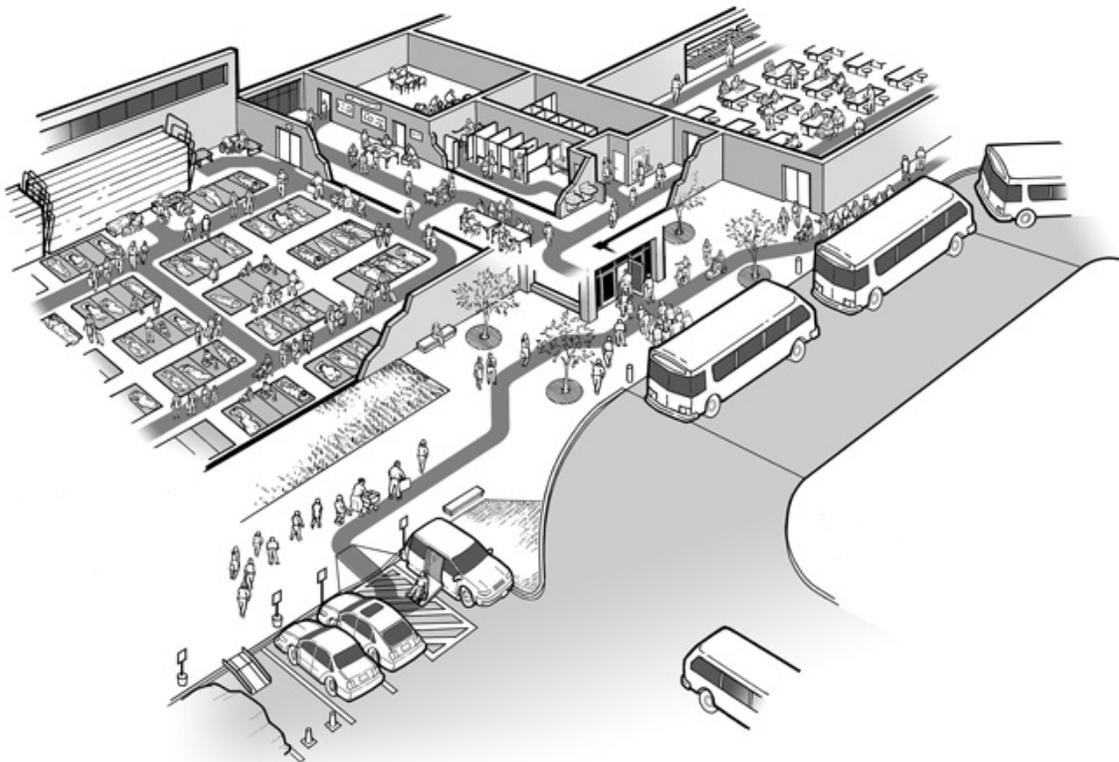
Name:

Address:

City: State: Postal Code:

Americans with Disabilities Act

ADA Checklist for Emergency Shelters



July 26, 2007

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Disclaimer

The ADA authorizes the Department of Justice to provide technical assistance to individuals and entities that have rights or

responsibilities under the Act. This document provides informal guidance to assist you in understanding the ADA and the Department's regulation. However, this technical assistance does not constitute a legal interpretation of the statute.

[ADA Checklist for Emergency Shelters](#)

- A. Evaluating the Physical Accessibility of Emergency Shelters
- B. Conducting Accessibility Survey
- C. Getting Started
- D. Tools Needed
- E. Taking Measurements
 - 1. Sloped Surfaces
 - 2. Using the Tape Measure
 - 3. Measuring Door Openings
- F. Taking Photographs
- G. Completing the Survey and Checklist
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[Step One: Accessible Shelter Quick-Check Survey](#)

Selecting Sites to Survey for Accessibility

- A. Accessible Entrance
- B. Accessible Routes To All Service/Activity Areas
- C. Accessibility within Toilet Rooms

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Getting to the Emergency Shelter

- A. Passenger Drop-Off Areas
- B. Parking
 - 1. Typical Issue
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 - 1. Typical Issues for Individuals Who Use Wheelchairs, Scooters, or other Mobility Devices
 - Accessible Ramp Features
 - Temporary Solutions For Emergency Sheltering - Ramps
 - 2. Typical Issues for Individuals Who Are Blind or Have Low Vision

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E. Hallways and Corridors

1. Typical Issues for Individuals Who Use Wheelchairs, Scooters, or Other Mobility Devices
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F. Check-In Areas

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I. Public Telephones

J. Drinking Fountains

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Other Issues

L. Availability of Electrical Power

M. Single-User or “Family” Toilet Room

N. Health Units/Medical Care Areas

O. Accessible Portable Toilets

Accessible Emergency Shelters

One of the most important roles of State and local government is to protect people from harm, including helping people obtain food and shelter in major emergencies. When disasters occur, people are often provided safe refuge in temporary shelters located in schools, office buildings, tents, or other facilities. Advance planning for an emergency shelter typically involves ensuring that the shelter will be well stocked with basic necessities, such as food, water, and blankets. Planning should also involve ensuring that these shelters are accessible to people with disabilities. Making emergency sheltering programs accessible is generally required by the Americans with Disabilities Act of 1990 (ADA).



A. Evaluating the Physical Accessibility of Emergency Shelters

In order to be prepared for an emergency that requires sheltering, accessible features should be part of an emergency shelter. A first step to providing an accessible shelter is to identify any physical barriers that exist that will prevent access to people with disabilities. One good way to do this is to inspect each shelter facility that your community plans to use in an emergency and identify barriers to people with disabilities, including people who use wheelchairs or scooters or who have difficulty walking, people who are deaf or hard-of-hearing, and people who are blind or who have low vision. Facilities built or extensively altered since the ADA went into effect in 1992 may have few barriers to accessibility and could be good choices for emergency shelters. Facilities built before 1992 and not altered to provide accessibility may have barriers that prevent access to people with disabilities.

When evaluating physical accessibility in older facilities, it may be a good idea to do the analysis in two parts. If you suspect that an older facility is not accessible, you can do a preliminary analysis before completing a detailed accessibility survey. This preliminary analysis, or quick-check, can eliminate facilities with extensive barriers so that the focus can be on those facilities that are most appropriate to become accessible shelters. To help identify older buildings that may be good candidates to become accessible shelters, a copy of the Accessible Shelter Quick-Check Survey is provided on page 7. After completing the Quick-Check Survey, if you have checked “Yes” for most of the questions on the forms, you should conduct a full accessibility survey using the ADA Checklist for Emergency Shelters.

If you find barriers to accessibility after completing the checklist, the next step is to either remove the barriers or identify other nearby accessible facilities that can serve as a shelter. In communities with more than one emergency shelter, until all shelters are accessible, the locations of accessible shelters should be widely publicized, particularly to people with disabilities and organizations that serve the disability community.

B. Conducting Accessibility Surveys

The following Quick-Check Survey (beginning on page 7) and the ADA Checklist for Emergency Shelters (beginning on page 11) are designed to assist State and local officials and operators of emergency shelters to determine whether a facility being considered for use as an emergency shelter is accessible and if not, whether modifications are needed to remove barriers or whether relocation to another accessible facility is necessary. Filling out the Quick-Check Survey will provide guidance on whether a facility has certain basic accessible features, and filling out the detailed ADA Checklist for Emergency Shelters will provide specific information on any barriers to accessibility.

C. Getting Started

Individuals conducting the surveys need not be experienced in evaluating facilities for accessibility. The checklist provides guidance on how to complete the survey and will prompt the user to check key elements. The checklist pages also provide space for notes and other key information. The checklist is designed to prompt the user to check key features by asking questions about sizes, sloped surfaces, and availability of accessible features; and in some areas, it suggests alternatives if a physical barrier is identified. By following the directions provided for filling out the checklist, staff can identify accessible shelters and develop information needed to implement temporary and permanent accessibility modifications.

An evaluation of shelter accessibility should focus on those areas of the facility that may be used for providing shelter in an emergency. These include areas where people are dropped off by a bus, van, or car; the parking area; the entrance to the shelter; pedestrian routes (both exterior and interior); sleeping, eating, information, and recreational areas; and toilet rooms.

Before shelter accessibility is evaluated, it is useful for staff to review the instructions for filling out the checklist and become familiar with the questions. It is also helpful to practice taking measurements, photographs, and recording information. On the day of the survey, it is helpful to first become familiar with certain areas before starting to record information. Upon arrival at the proposed shelter, first find the areas where people will disembark from vehicles, both passenger drop-off and loading zones as well as parking areas. Next find the entrances to the shelter areas that will be used during an evacuation. If possible, take an identifying “location” photograph that shows the name of the facility and the address so that other photographs can be identified correctly. When inside the building, locate the areas where people are likely to register, sleep, and eat. Locate the toilet rooms that serve the shelter area. It is also a good idea to locate any areas used for telephones, food distribution, and medical services.

D. Tools Needed

The following items are needed for the survey:

- A metal tape measure that is at least 20 feet long;
- A digital level or bubble level that is 24 inches long;
- A door pressure gauge;
- A digital (preferred) or film camera with a flash;
- One copy of the checklist for each shelter (and Quick-Check Survey if used); and
- A clipboard and pens.

If you are not familiar with taking the types of measurements needed to complete the checklist, review the following section and practice using the tools before going to conduct a survey.

E. Taking Measurements

1. Sloped Surfaces

Measuring the slope of a ramp, parking space, walkway, or other ground or floor surface is important to identify whether the surface is accessible. The amount of slope or grade is described as the proportion of a vertical rise to a horizontal length. It is usually described as:

- a ratio (e.g., 1:20, which means one unit of vertical rise for each 20 units of horizontal length); or
- a percentage (e.g., 8.33% which equates to a ratio of 1:12 or 4.76 degrees).

The easiest way to measure slope is to use a digital level. The digital display gives a reading that may be shown as a percent, degrees, or as a digital bubble. Before using a digital level, make sure to understand the directions for its use. It will need to be calibrated before each use. The maximum running slope generally allowed for ramps is 1:12 (8.33% or 4.76 degrees). Cross slope is the slope or grade of a surface perpendicular to the running slope. The most cross slope allowed on an accessible route is 1:50 (2% or 1.15 degrees).

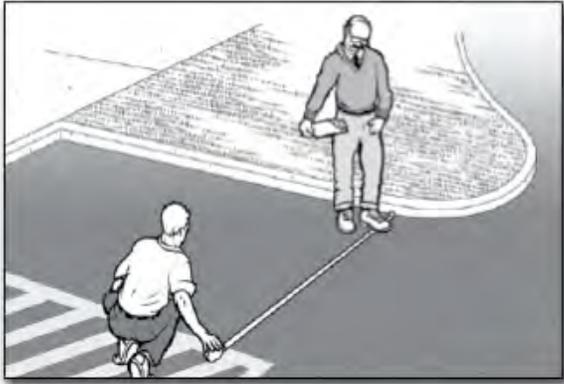
Another way to measure slope that requires more effort is to use a 24-inch level with leveling bubble and a metal tape measure. Place the level on the sloped surface in the direction you wish to measure. Rest one end of the level at the highest point of the sloped surface and lift the other end (see below) until the bubble is in the middle of the tube. This is the “level” position. While the level is in this position, measure the distance between the end of the level and the sloped surface below. If the distance is two inches or less, then the slope is 1:12 or less. When the distance is more than two inches, record the distance on the checklist so the exact slope can be calculated later. For measuring cross slope, if the distance, measured from the level position, is ½ inch or less then the slope is 1:48 or less.



Measuring slope using a 24-inch bubble level and tape measure

2. Using the Tape Measure

A metal tape measure is needed to measure the length, width, height, and depth of various elements. When measuring long distances, pull the tape tight to get an accurate measurement. The checklist will offer guidance for the specific measurement that is required.



Using a tape measure to measure the width of a parking space

3. Measuring Door Openings

Special care is needed when measuring the clear opening of a doorway. To measure the clear opening of a standard hinged door, open the door to 90 degrees. Place the end of the tape measure on the side of the door frame next to the clear opening (see below). Stretch the tape across the door opening to the face of the door. This measures the clear width of the door opening through which people pass, which is less than the width of the door itself.



Measuring the clear opening from the face of the doorstop on the frame to the face of the open door

F. Taking Photographs

A comprehensive set of photographs makes it easier to understand existing conditions after the survey is completed. It is a good idea to take many photos of the exterior and interior of the potential shelter. It is likely that many other people in your decision-making process will need to review information about the facility you are surveying, so try to record each element that you survey with several photos. It is always useful to first take a photo that will clearly identify the location of the element so that others will easily be able to find the element. Then, take several close-up shots of that element to document the conditions you found during your survey. If you are not familiar with the camera that you plan to use, practice using it both indoors and outdoors before starting to survey the various facilities being considered for use as shelters. If you are using a digital camera, it is a good idea to review the images as you take them to ensure that you have good quality photographs.

G. Completing the Survey and Checklist

The survey and checklist forms will prompt you for what to look at and where to measure. You should write down all answers

and notes for use later in the planning process. If a photo is taken of a particular element or condition, then you should note this on the checklist. It is usually more efficient for two or three people to work together doing these surveys. One person can measure while the other records the information and takes photos.

For each item, check either “Yes” or “No.” If the measurement or number falls short of that required for accessibility, write the measurement or number to the right of the question. Add notes or comments as needed. For some questions when “No” is the answer, the checklist will include a prompt to check for an alternate solution. Information on possible alternative solutions can be used later to decide how to better provide accessibility. Taking several photos is also helpful when the answer is “No” and an alternative way to provide accessibility is not readily apparent.

When completing the survey or checklist, try to answer every question in each section unless the element is not present at that facility. For example, if no parking lot is provided at the facility, (such as where only on-street parking is provided), do not measure the size of the on-street parking spaces.

Some sections of the checklist are divided into two parts, one for individuals with a mobility disability and the other for individuals who are blind or who have low vision. While evaluating a facility you will be checking to ensure that an accessible route is provided. The accessible route is a continuous unobstructed pedestrian path without steps or steep slopes that connects all accessible site and building features and spaces together. A continuous accessible route must be available at the shelter for people who use a wheelchair, scooter, or other mobility device. Other sections of the checklist ask questions related to individuals who are blind or have low vision. These questions cover all circulation paths, not just pedestrian paths that are also an accessible route.

The survey and the checklist are based on some of the requirements from the ADA Standards for Accessible Design (the Standards). Questions have been selected to reflect features that may be most important for the short-term stays common for emergency shelters. To learn more about the Standards, see the Department of Justice regulations, 28 C.F.R. Part 36, Appendix A. The regulations and the Standards are available at www.ada.gov. Copies are also available by calling the ADA Information Line at 800-514-0301 (voice) or 800-514-0383 (TTY).

H. After Completing the Survey and Checklist

Once you have completed the survey and filled out the checklist, you can determine which elements or spaces in a potential shelter facility are accessible and which may need modifications. If most answers are “yes,” the facility may need little or no modification. If some answers are “no,” modifications may be needed to remove barriers found in that space or element. Emergency shelters in older buildings with inaccessible features might be made accessible with temporary modifications, (such as portable ramps at the entrance and accessible parking spaces marked off by traffic cones) until permanent modifications can be made. However, where facilities are not capable of being made accessible, another facility will need to be selected for use as a shelter.

Step One: Accessible Shelter Quick-Check Survey

Selecting Sites to Survey for Accessibility

Providing an emergency shelter that is accessible to people with disabilities involves making sure that a number of accessible features and spaces are available. To verify accessibility before deciding on a site for an emergency shelter can involve asking many questions such as those in the ADA Checklist for Emergency Shelters. For some older buildings, especially those on hilly sites and those that have not been renovated, remodeled, or altered since 1992, before completing the detailed checklist, it may be better to do a pre-test that can rule out a facility with major accessibility problems so available resources can be focused on other locations. The following questions will help evaluate whether a facility has such major accessibility barriers. After this first step, buildings that do not have major accessibility problems should be surveyed more thoroughly, using the ADA Checklist for Emergency Shelters, to find out which, if any, barriers need to be removed to provide an accessible shelter.

A. Accessible Entrance

Having a way to get into the emergency shelter on a surface that is firm, stable, slip resistant, without steps or steep slopes, and wide enough for a person using a wheelchair or other mobility aid is essential.

A1. Is there a sidewalk connecting the parking area and any drop off area to the walkway leading to the building? [ADA Standards § 4.1.3(1)]

Yes

No

A2. Is there a route without steps from this sidewalk to the main entrance?

Yes

No

If No, are there two or fewer steps? Yes ____ No ____ Number of Steps: _____

If No, is there another entrance without steps that is connected by a sidewalk to the parking or drop off area? Yes ____ No ____ Location: _____

B. Accessible Routes To All Service/Activity Areas

Everyone must be able to get to each of the various areas where activities and services take place. This includes people who use mobility devices, such as wheelchairs and scooters, being able to get to locations where supplies are distributed, to eating areas, to sleeping areas, to toilet rooms, and to other activity areas without encountering stairs or steep slopes.

Check all of the various ways to get to each of the areas where sheltering activities are likely to take place (sleeping, eating,

B1. Sleeping Area (Location: _____)

B1-a. Is there a route without steps from the accessible entrance to this location?

Yes

No

If No, are there two or fewer steps? Yes ____ No ____ Number of Steps: _____

If No, is there a ramp, lift, or elevator? Yes ____ No ____ Type of device: _____

B1-b. If an elevator or lift provides the only accessible route, is there a source of backup power to operate the device for an extended period?

Yes

No

B2. Eating Area (Location: _____)

B2-a. Is there a route without steps from the accessible entrance to this location?

Yes

No

If No, are there two or less steps? Yes ____ No ____ Number of Steps: _____

If No, is there a ramp, lift, or elevator? Yes ____ No ____ Type of device: _____

B2-b. If an elevator or lift provides the only accessible route, is there a source of back up power to operate the device for an extended period?

Yes

No

B3. Supply Distribution Area (Location: _____)

B3-a. Is there a route without steps from the accessible entrance to this location?

Yes

No

If No, are there two or fewer steps? Yes ___ No ___ Number of Steps: _____

If No, is there a ramp, lift, or elevator? Yes ___ No ___ Type of device: _____

B3-b. If an elevator or lift provides the only accessible route, is there a source of backup power to operate the device for an extended period?

Yes

No

B4. Toilet Rooms (Location: _____)

B4-a. Is there a route without steps from the accessible entrance to this location?

Yes

No

If No, are there two or fewer steps? Yes ___ No ___ Number of Steps: _____

If No, is there a ramp, lift, or elevator? Yes ___ No ___ Type of device: _____

B4-b. If an elevator or lift provides the only accessible route, is there a source of backup power to operate the device for an extended period?

Yes

No

C. Accessibility Within Toilet Rooms

C1-a. Is there an area within the toilet room where a person who uses a wheelchair or mobility device can turn around - either a minimum 60-inch diameter circle or a "T"-shaped turn area? [ADA Standards §§ 4.22.3; 4.2.3, Fig. 3]

Yes

No

C1-b. Is at least one stall at least 60 inches wide and 56 inches deep (wall mounted toilet) or 59 inches deep (floor mounted toilet)? [ADA Standards § 4.17.3]

Yes

Using The Information:

If most of your answers to the previous questions are Yes, then the facility has some basic accessibility features and should be surveyed using the ADA Checklist for Emergency Shelters. Whenever most of your answers are No, then these problems should be evaluated before conducting a more detailed survey, or perhaps you should consider another location to serve as an emergency shelter.

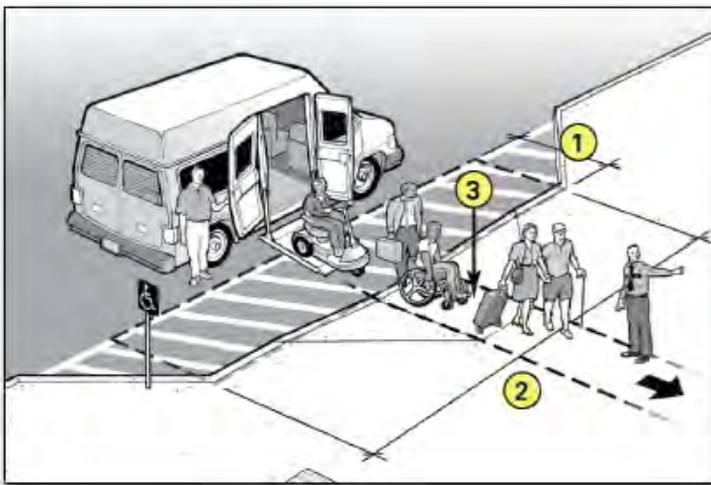
Step Two - ADA Checklist For Emergency Shelters

Getting to the Emergency Shelter

A. Passenger Drop-Off Areas

During an evacuation the most efficient method of transporting people to shelters likely will include using vans and buses. Accessible buses and vans with wheelchair lifts will be needed to transport people who use wheelchairs, scooters, or other mobility aids. When they arrive at the shelter, an accessible drop-off area (also known as a passenger loading zone) is needed for people using mobility aids to get off of the bus or van and proceed to the shelter's accessible entrance.

An accessible drop-off area must have a level access aisle that is adjacent and parallel to the vehicle space. Where a curb separates the vehicle space from the access aisle or the access aisle from an accessible route, a curb ramp must be provided so people with mobility disabilities can get to the accessible route leading to the accessible entrance of the shelter.



Accessible drop-off area with an access aisle provided at the same level as the vehicle.

Notes

1. Access aisle depth is at least 5 feet.
2. Access aisle length is at least 20 feet.
3. Curb ramp connects the access aisle for the accessible drop-off area (which is at the level of the parking lot) to the accessible route to the accessible entrance of the shelter.

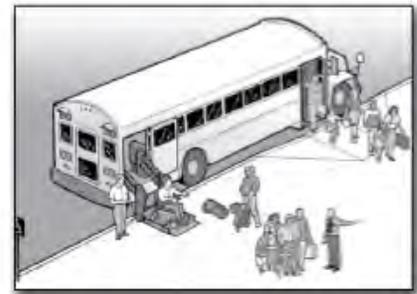
The access aisle may be at the parking-lot level or at sidewalk level. If the access aisle is at the parking-lot level, the curb ramp is provided between the access aisle and the sidewalk. If it is at the sidewalk level, an adjacent curb ramp is provided between the street and the sidewalk.

A1. Is a relatively level (1:50 or 2% maximum slope in all directions) access aisle provided adjacent and parallel to the side of the vehicle pull-up area? [ADA Standards § 4.6.6]

Yes

No

If No, look for another relatively level location that is on an accessible route to the accessible shelter entrance that could be used.



Accessible drop-off area with an access aisle provided as part of the sidewalk.

A2. Is the vehicle pull-up area relatively level (1:50 or 2% maximum slope in all directions)?

Yes

No

A3. Is the area for the access aisle at least 5-feet wide and 20-feet long? [ADA Standards § 4.6.6].

Yes

No

Note: Unlike at an accessible parking space, the surface for the access aisle of an accessible passenger drop-off area does not have to be marked or striped.

A4. Is there vertical clearance of at least 114 inches (9 feet 6 inches) from the site entrance to the vehicle pull-up area, the access aisle, and along the vehicle route to the exit? [ADA Standards § 4.6.5]

Yes

No

A5. Is a curb ramp provided between the vehicle pull up area and the access aisle (see above) or the access aisle and the accessible route to the accessible entrance? [ADA Standards § 4.6.6]

Yes

No

If No, is there another area with a curb ramp and on an accessible route that could serve as the drop-off area?

If there is no curb ramp near the drop-off area, can a temporary ramp be used to connect the drop-off area access aisle to the accessible route to the accessible shelter entrance?

A6. If a curb ramp is provided, is the running slope of the ramp surface (not counting the side flares) no more than 1:12 or 8.33% [ADA Standards § 4.7.2]

Yes

No

A7. Is the width of the curb ramp surface at least 36 inches (not counting the side flares)? [ADA Standards § 4.7.3]

Yes

No

A8. Does an accessible route connect the curb ramp to the shelter's accessible entrance? [ADA Standards § 4.1.2(1)]

Yes

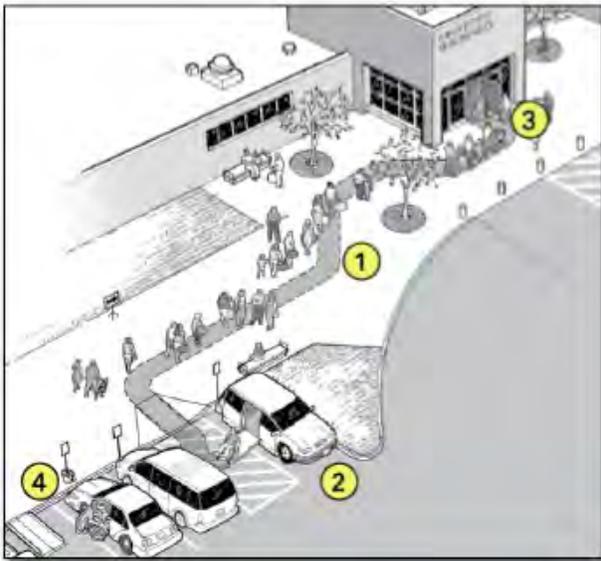
No

B. Parking

1. Typical Issues

During an evacuation, some individuals with a mobility disability may arrive at the shelter in a car or van. When parking areas are provided at the shelter site, accessible parking spaces must be provided. Individuals with disabilities who arrive at the shelter in their own car or van need to be able to park in an accessible parking space close to an accessible entrance. Accessible parking spaces need an adjacent access aisle that provides space for a person with a mobility disability to exit their vehicle. The access aisle connects directly to an accessible route that leads to an accessible building entrance. In order to be usable, the access aisle must be relatively level, clear of gravel or mud, and the surface must be in good condition without wide cracks or broken pavement.

An accessible route connects the permanent access aisle of each accessible parking space with the accessible entrance to the shelter. When an accessible route crosses a curb, a curb ramp must be provided. During an emergency, as a temporary measure, if additional accessible parking spaces are needed, a portable ramp can be provided in a parking space marked off by traffic cones to provide two additional accessible parking spaces (see page 18).



An accessible entrance to an emergency shelter with accessible parking and additional temporary accessible parking spaces

Notes:

1. Accessible route.
2. Accessible parking with van accessible parking space.
3. Accessible entrance to shelter.
4. Temporary accessible parking spaces.

2. Parking Spaces Checklist

B1. When parking areas are provided at the shelter site, count the total number of parking spaces provided in each area. Is the minimum number of accessible parking spaces provided, based on the total number of available parking spaces (see table below)? [ADA Standards § 4.1.2(5)(a)]

Yes

No

Total Number of Parking Spaces in Each Parking Area

1- 25

Required Minimum Number of Accessible Spaces

1 van-accessible space w/min. 96-inch-wide access aisle (van space)

26 - 50

1 space w/min. 60-inch-wide access aisle + 1 van space

51 - 75

2 spaces w/min. 60-inch-wide access aisle + 1 van space

76 - 100

3 spaces w/min. 60-inch-wide access aisle + 1 van space

101 - 150

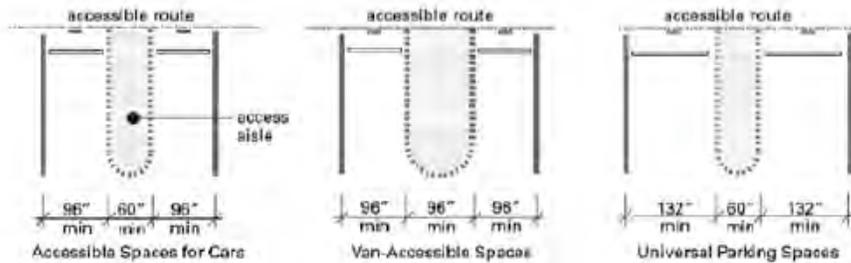
4 spaces w/min. 60-inch-wide access aisle + 1 van space

If more than 150 parking spaces are provided in a particular lot, see section 4.1.2 of the ADA Standards for the number of accessible parking spaces required.

B2. Does each accessible parking space have its own, or share, an adjacent access aisle that is least 60 inches (5 feet) wide? [ADA Standards § 4.6.3]

Yes

No



Accessible Parking Spaces Showing Minimum Width of Vehicle Space and Access Aisle

B3. Is there at least one van-accessible parking space provided with an access aisle that is at least 96 inches (8 feet) wide or are universal parking spaces provided that are 132 inches (11 feet) wide for vehicle space with a 60-inch (5-foot) wide access aisle? [ADA Standards § 4.1.2(5), A4.6]

Yes

No

B4. For van-accessible spaces (particularly in a garage or parking structure), is there vertical clearance of at least 98 inches (8 feet - 2 inches) for the vehicle route to the parking space, the parking space, the access aisle, and along the vehicle route to the exit? [ADA Standards § 4.6.5]

Yes

No

If No: Can the route be cleared by removing or raising low objects, or can each van accessible parking space be relocated?

B5. Are all accessible parking spaces, including the access aisle, relatively level (1:50 or 2%) in all directions? [ADA Standards § 4.6.3]

Yes

No

If No: Look for a nearby area that is relatively level in all directions that could serve as an accessible parking space with an accessible route to the accessible entrance to the shelter.

B6. Does each accessible parking space have a sign with the symbol of accessibility that is visible when a vehicle is parked in the space? [ADA Standards § 4.6.4]

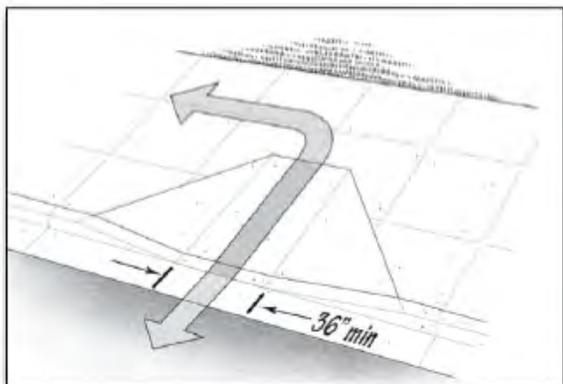
Yes

No

B7. If there is a curb between the access aisle and the accessible route to the building, is there a curb ramp that meets the following requirements: [ADA Standards § 4.7]

Yes

No



Curb ramp showing minimum 36-inch width for ramp section and 1:12 slope on ramp section.

B7-a. Is the curb ramp surface at least 36 inches wide, excluding flared sides? [ADA Standards § 4.7.3]

Yes

No

B7-b. Is the slope (up or down the ramp) no more than 1:12? [ADA Standards § 4.7.2]

Yes

No

Note: 1:12 is one inch of vertical height for each 12 inches of length.

B8. Are the accessible parking spaces serving the shelter on the shortest accessible route to the accessible entrance? [ADA Standards § 4.6.2]

Yes

No

B9. Does each access aisle connect to an accessible route from the parking area to the shelter's accessible entrance? [ADA Standards § 4.6.2]

Yes

No

3. Temporary Solutions for Emergency Sheltering - Parking

Problem: Parking at the shelter facility either has no accessible parking, not enough accessible parking, or accessible parking spaces are not on level ground.

Suggestion: Find a fairly level parking area near the accessible entrance and mark the area for accessible parking spaces. Three regular parking spaces will make two accessible parking spaces with a shared access aisle. Provide a sign designating each accessible parking space. Ensure there is an accessible route from each access aisle to the accessible entrance.

If temporary accessible spaces are used, mark the temporary accessible parking spaces with traffic cones or other temporary

elements. Traffic cones can also be used to mark off an access aisle if designated accessible parking spaces lack an access aisle or if the access aisle is too narrow. At least one accessible parking space should be a van-accessible parking space with an access aisle that is at least 96 inches wide.

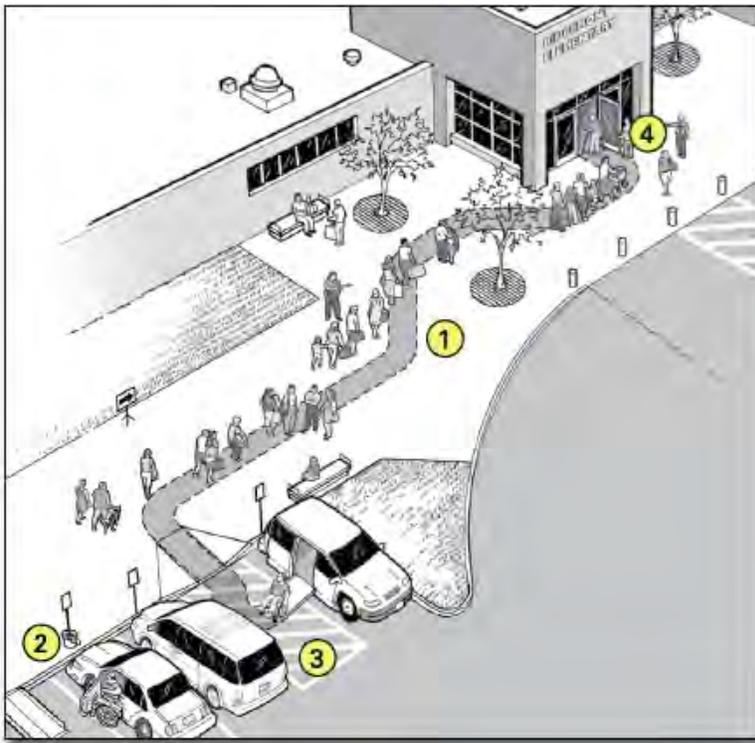


Three standard parking spaces are converted into an accessible parking space with an access aisle. Cones mark the access aisle and a temporary curb ramp with edge protection connects to an accessible route to the shelter.

C. Sidewalks and Walkways

1. Typical Issues for Individuals Who Use Wheelchairs, Scooters, or other Mobility Devices

An accessible route connects accessible passenger drop-off areas, accessible parking spaces, and other accessible elements, like a route from a bus stop, to an accessible building entrance. The accessible route is essential for people who have difficulty walking or who use wheelchairs or other mobility aids to get to the accessible entrance of the shelter. The accessible route must be at least 36 inches wide (it may narrow briefly to 32 inches wide where utility poles, signs, etc. are located along the accessible route). Abrupt level changes, steps, or steep running or cross slopes cannot be part of an accessible route. Where ramps are used, they cannot be steeper than 1:12. Ramps with a vertical rise of more than 6 inches must have handrails on both sides. Ramps must also have edge protection to stop wheelchairs from falling off the sides, and level landings at the top and bottom of each segment and where the ramp changes direction.



An accessible entrance to a shelter with accessible parking and an accessible drop-off area

Notes:

1. Accessible route
2. Accessible drop-off area
3. Accessible parking with van-accessible parking space
4. Accessible entrance to shelter

C1-a. Is an accessible route provided from accessible parking spaces to the accessible entrance of the shelter? [ADA Standards § 4.1.2(1), 4.3]

- Yes
 No

C1-b. Is an accessible route provided from public sidewalks and public transportation stops on the shelter site (if provided) to the accessible entrance for the shelter? [ADA Standards § 4.1.2(1)]

- Yes
 No

Note: The accessible route is at least 36 inches wide and may be a portion of a sidewalk.

C1-c. Is the accessible route at least 36 inches wide? [ADA Standards § 4.3.3]

- Yes
 No

If No, does the accessible route narrow to 32 inches for no more than 2 feet?

C1-d. Is the accessible route free of steps and abrupt level changes higher than 1/2 inch? [ADA Standards § 4.3.8]

- Yes
 No

Note: Level changes between 1/4 inch and 1/2 inch should be beveled (sloped) at 1:2 maximum.

C1-e. Where an accessible route crosses a curb, is a curb ramp provided? [ADA Standards § 4.3.8]

Yes

No

e-i. Is the curb ramp surface at least 36 inches wide, excluding flared sides? [ADA Standards § 4.7.3]

Yes

No

e-ii. Is the running slope (up or down the ramp) no more than 1:12? [ADA Standards § 4.7.2]

Yes

No

Note: 1:12 is one inch of vertical height for 12 inches of horizontal distance.

C1-f. If the slope of part of the accessible route is more than 1:20, does it meet the following requirements for an accessible ramp?

Yes

No

f-i. Is the running slope no greater than 1:12? [ADA Standards § 4.8.2]

Yes

No

Note: For existing ramps, the slope may be 1:10 for a 6-inch rise and 1:8 for a 3-inch rise in special circumstances (see ADA Standards § 4.1.6(3)).

f-ii. Are handrails installed on both sides of each ramp segment? [ADA Standards § 4.8.5]

Yes

No

f-iii. Is the ramp width, measured between the handrails, at least 36 inches? [ADA Standards § 4.8.3]

Yes

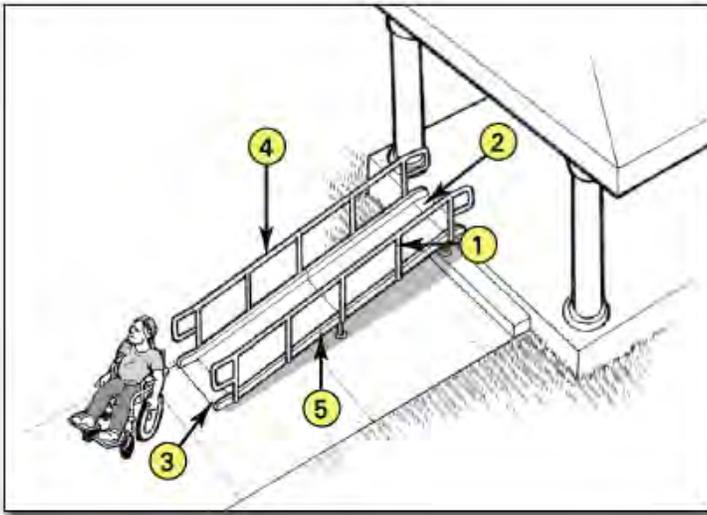
No

f-iv. Does the ramp have a level landing at the top and bottom of each ramp section that is at least 60 inches long? [ADA Standards § 4.8.4]

Yes

No

Note: The level landing may be part of the sidewalk or walking surface.



Accessible ramp features

Notes:

- 1. At least 36 inches between handrails
- 2. Top landing part of walk
- 3. Bottom landing part of walk
- 4. Handrail height 34 to 38 inches
- 5. Edge protection.

f-v. If a ramp is more than 30 feet long, is a level landing at least 60 inches long provided at every 30 feet of horizontal length? [ADA Standards § 4.8.4]

- Yes
- No

Note: if the running slope is less than 1:16 but more than 1:20, each ramp segment may be up to 40 feet long followed by a level landing.

f-vi. Is there a level landing, at least 60 inches x 60 inches, when a ramp changes direction? [ADA Standards § 4.8.4]

- Yes
- No

f-vii. Are the handrails mounted 34 to 38 inches above the ramp surface? [ADA Standards § 4.8.5]

- Yes
- No

f-viii. If the ramp or landing has a vertical drop-off on either side, is edge protection provided? [ADA Standards § 4.8.7]

- Yes
- No

Temporary Solutions For Emergency Sheltering - Ramps

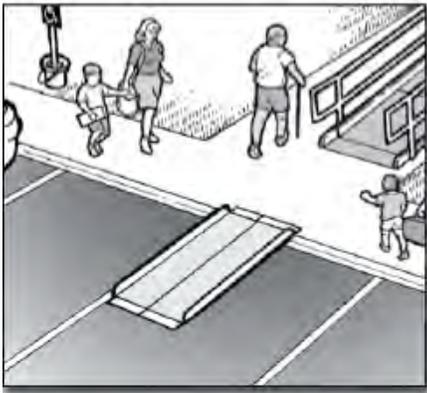
Problem: The sidewalk connecting parking to the shelter entrance is too steep to be accessible.

Suggestion: Check to see if there is another accessible route to the accessible entrance. Sometimes there is a less direct route that is accessible. During an evacuation it will be helpful to put up signs or to have volunteers stationed at the accessible

parking spaces to direct people along this less direct, but nonetheless accessible, route.

Problem: The accessible route crosses a curb but no curb ramp is provided.

Suggestion: Install a portable ramp with a slope no steeper than 1:12 with edge protection. Store the portable ramp on site so it can be easily accessed in an emergency.



A portable ramp with edge protection is installed over a curb to provide an accessible route.

Problem: There are two steps where the sidewalk connects to the accessible entrance.

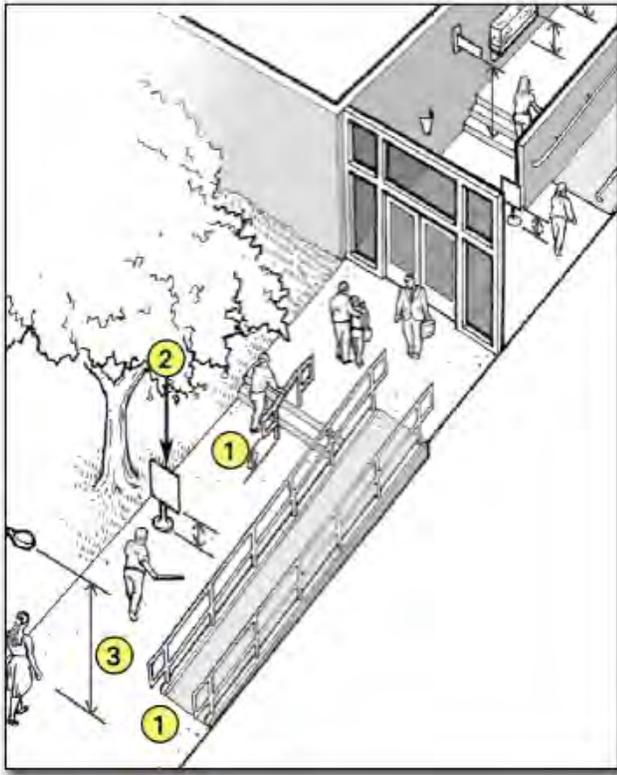
Suggestion: Install a portable ramp with a slope no steeper than 1:12 with edge protection and handrails on both sides of the ramp. Store the portable ramp and components on site so everything can be easily accessed in an emergency.



A portable ramp with edge protection and handrails is installed over two steps to provide an accessible route.

2. Typical Issues for Individuals Who Are Blind or Have Low Vision

Objects that are wall mounted, that project into a pedestrian route from the side, or that are overhead can be hazards to people who are blind or who have low vision. These objects must be positioned so people will either detect the objects before they run into them or safely pass under them. Examples may include handrail extensions on stairs and ramps, post- or wall-mounted signs, drinking fountains, and low hanging tree limbs. Pedestrian routes open to people during the time that the facility is being used as an emergency shelter, such as sidewalks, courtyards, and plazas, must be free of overhanging objects that are less than 80 inches above the route. Objects more than 27 inches and less than 80 inches above the route and that protrude from the side more than 4 inches are also a hazard. Since people can walk on any sidewalk, not just the accessible routes, all exterior pedestrian routes serving or leading to the shelter areas must be checked. The following questions apply to sidewalks and walkways leading to the emergency shelter.



Common objects along pedestrian routes to a shelter that can be hazards to people who are blind or have low vision.

Notes:

1. The bottom of the handrail extensions turn down to 27 inches or less above the route so a person who is blind or has low vision can detect the hazard before running into it.
2. Signs or other objects in the pedestrian route can be a hazard if the bottom is more than 27 inches but less than 80 inches above the route.
3. Objects that overhang the pedestrian route must be at least 80 inches above the route.

C2-1. Are all sidewalks and walkways to the shelter free of any objects (e.g., wall-mounted boxes, signs, handrail extensions) with bottom edges that are between 27 inches and 80 inches above the walkway and that extend more than 4 inches into the sidewalk or walkway? [ADA Standards §§ 4.4, 4.2.1(3), 4.1.3(2)]

Yes

No

If No, can the object be lowered, removed, or modified or can the route be moved so that the object can be avoided?

C2-2. Are the undersides of exterior stairs enclosed or protected with a cane-detectable barrier so that people who are blind or have low vision will not hit their heads on the underside? [ADA Standards § 4.4.2]

Yes

No

If No, can a barrier or enclosure be added below the stair or can the route be relocated away from the stair?



When the underside of a stair is open, it is a hazard to people who are blind or have low vision. Enclosing the area below the stair or installing a cane-detectable barrier helps this woman to stop before hitting her head.

C2-3. Are all objects that hang over the pedestrian routes at least 80 inches above the route? **[ADA Standards § 4.4.2]**

Yes

No

If No, can the objects be removed or relocated, or can a cane-detectable object be added below that is at no higher than 27 inches?



Overhead sign and tree branches are least 80 inches above the walk.

Temporary Solutions For Emergency Sheltering - Protruding Object Hazards

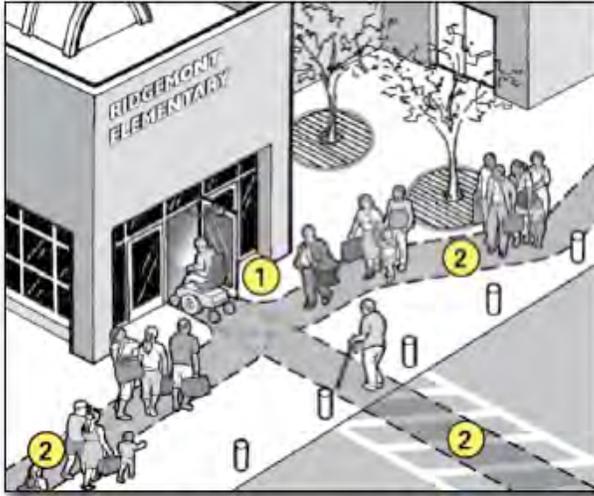
Problem: Objects protrude too far from the side into the route causing a hazard for people who are blind or who have low vision.

Suggestion: When people who are blind or who have low vision use a cane to detect hazards, objects located at 27 inches or lower are detectable. When an object is located higher than 27 inches above the ground it is a hazard if the object protrudes more than 4 inches into the circulation path. To make a protruding object cane-detectable:

- Place an object below, or on either side of, the protruding object that is not higher than 27 inches above the ground.
- If the protruding object can be moved, lower the object so that its bottom is not more than 27 inches above the ground.
- Prune or alter the protruding object so it does not protrude above the route.

D. Entering the Emergency Shelter

Building Entrance



Notes:

1. Accessible entrance to the shelter.
2. Accessible route connecting accessible parking and drop-off area (if provided) to the accessible entrance.

A shelter must have at least one accessible entrance that is on an accessible route. An accessible entrance must provide at least one accessible door with maneuvering space, accessible hardware, and enough clear width to allow people who use crutches, a cane, walker, scooter, or wheelchair to use it.

If the accessible entrance is not the main entrance to the facility that is being used as a shelter, signs must be located at inaccessible entrances to direct evacuees and volunteers to the accessible entrance. The accessible entrance must be unlocked when other shelter entrances are unlocked.



Examples of signs for inaccessible shelter entrances directing people to the accessible entrance.

D1. Is there at least one accessible entrance connected to an accessible route? [ADA Standards § 4.1.3(1)]

Yes

No

Notes: If this entrance is not the main entrance, it needs to be kept unlocked when other shelter entrances are unlocked.

If there are inaccessible entrances serving the shelter, signs will be needed at inaccessible entrance(s) to direct evacuees to the nearest accessible entrance.

D2. Does at least one door or one side of a double leaf-door provide at least 32 inches clear passage width when the door is open 90 degrees? [ADA Standards § 4.13.5]

Yes

No

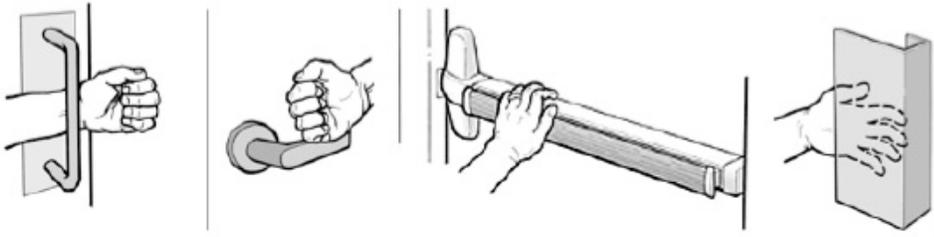
If No, does another entrance have an accessible door or can both doors be propped open during the evacuation? Other possible solutions are to enlarge the door opening, use a swing clear hinge, or, if a double-leaf door, replace with uneven width doors.

D3. Is the hardware (e.g., lever, pull, and panic bar) usable with one hand without tight grasping, pinching, or twisting of the wrist? [ADA Standards § 4.13.9]

Yes

No

If No, leave door propped open, add new accessible hardware, or adapt/replace hardware.



Examples of handles and door hardware that can be used without tight grasping, pinching, or twisting.

D4. On the latch, pull side of the door, is there at least 18 inches clearance provided if the door is not automatic or power-operated? [ADA Standards § 4.13.6, Fig. 25]

Yes

No

If No, leave the door propped open or find another accessible entrance.

D5. If there is a raised threshold, is it no higher than 3/4 inch at the door and beveled on both sides? [ADA Standards §§ 4.1.6(3)(d)(ii), 4.13.8]

Yes

No

If No, replace threshold with one with beveled sides or add a sloped insert.

D6. If an entry has a vestibule, is there a 30-inch by 48-inch clear floor space inside the vestibule where a wheelchair or scooter user can be outside the swing of a hinged door? [ADA Standards § 4.13.7]

Yes

No

If No, leave the inner door permanently open, remove inner door, or modify the vestibule.

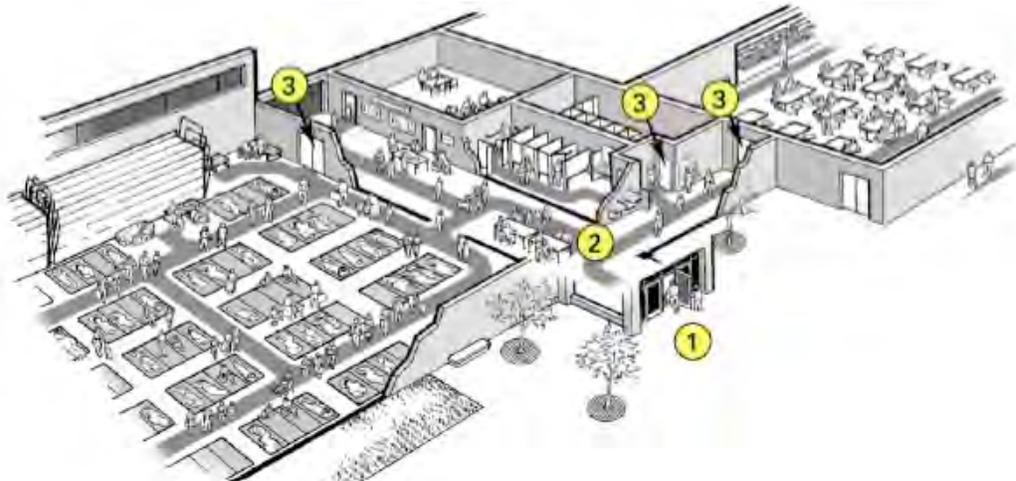
E. Hallways and Corridors

1. Typical Issues for Individuals Who Use Wheelchairs, Scooters, or Other Mobility Devices

The interior accessible route connects the accessible entrance with the various service and activity areas within the shelter. Typically made up of hallways, corridors, and interior rooms and spaces, the accessible route is essential for people who have difficulty walking or who use wheelchairs or other mobility aids to get to all of the service and activity areas of the shelter.

An accessible route is at least 36 inches wide and may narrow briefly to 32 inches wide where the route passes through doors or next to furniture and building elements. High thresholds, abrupt level changes, steps, or steep running or cross slopes cannot be part of an accessible route. Where ramps are used, they cannot be steeper than 1:12. Ramps with a vertical rise of more than 6 inches must have handrails on both sides. Ramps must also have edge protection to stop wheelchairs from falling off the sides, and level landings at the top and bottom of each segment and where a ramp changes direction.

Where an accessible route is different from the route used by most evacuees, signs will be needed at key decision points to direct individuals with disabilities to the various activity areas.



Interior of a shelter showing the accessible route from the accessible entrance to all service and activity areas.

Notes:

1. Accessible Entrance
2. Accessible Route connects the accessible entrance with shelter service and activity area
3. Accessible door to service and activity areas

E1-a. Is there an accessible route, at least 36 inches wide, that connects the accessible entrance to all shelter areas (it may narrow to 32 inches wide for up to 2 feet in length)? [ADA Standards § 4.3.2(3)]

Yes

No

E1-b. Is the accessible route free of steps and abrupt level changes over 1/2 inch?

Yes

No

Note: level changes between 1/4 inch and 1/2 inch should be beveled). [ADA Standards §§ 4.1.3(1), 4.3.8]

E1-c. Does the accessible route from the accessible entrance to all activity areas change levels using a ramp, lift or elevator? [ADA Standards §§ 4.1.3(1), 4.3.8]

Yes

No

If No, go to question E1-g.

c-i. If Yes, is a ramp or sloped hallway provided?

Yes

No

If Yes, go to question E1-d.

c-ii. Is an elevator or lift provided?

Yes

No

If Yes, and the elevator or lift is part of the accessible route to a shelter area, is back-up electrical power available to operate the elevator or lift for the duration of shelter operation should the normal electrical service be disrupted?

If Yes and an elevator is provided, see question E1-e.

If Yes and a lift is provided, see question E1-f.

If No, then either provide back-up electrical power to operate the lift or elevator during the power outage or locate shelter services exclusively on accessible levels that may be reached by people with a mobility disability without using an elevator or lift.

E1-d. Where the slope of the accessible route is greater than 1:20, does this area meet the following requirements for an accessible ramp?

Yes

No

d-i. Is the slope no greater than 1:12? [ADA Standards § 4.8.2]

Yes

No

Note: For existing ramps, the slope may be 1:10 for a 6-inch rise and 1:8 for a 3-inch rise in special circumstances]. [ADA Standards § 4.1.6(3)]

d-ii. Are handrails installed on both sides of each ramp segment? [ADA Standards § 4.8.5]

Yes

No

d-iii. Is the ramp width, measured between handrails, at least 36 inches? [ADA Standards § 4.8.3]

Yes

No

d-iv. Are the handrails mounted 34 to 38 inches above the ramp surface? [ADA Standards § 4.8.5]

Yes

No

d-v. If a ramp is longer than 30 feet, is a level landing at least 60 inches long provided every 30 feet? [ADA Standards § 4.8.4]

Yes

No

d-vi. Does the ramp have a level landing that is at least 60 inches long at the top and bottom of each ramp section or where the ramp changes direction? [ADA Standards § 4.8.4]

Yes

No

d-vii. If the ramp or landing has a vertical drop-off on either side of the ramp, is edge protection provided? [ADA Standards § 4.8.7]

Yes

No

E1-e. Is an elevator provided to each of the levels on which each sheltering service or activity area is located?

Yes

No

e-i. Are the centerlines of the call buttons mounted 42 inches above the floor? [ADA Standards § 4.10.3]

Yes

No

e-ii. Does the floor area of the elevator car have space to enter, reach the controls, and exit? [ADA Standards § 4.10.9, Fig. 22]

Yes

No

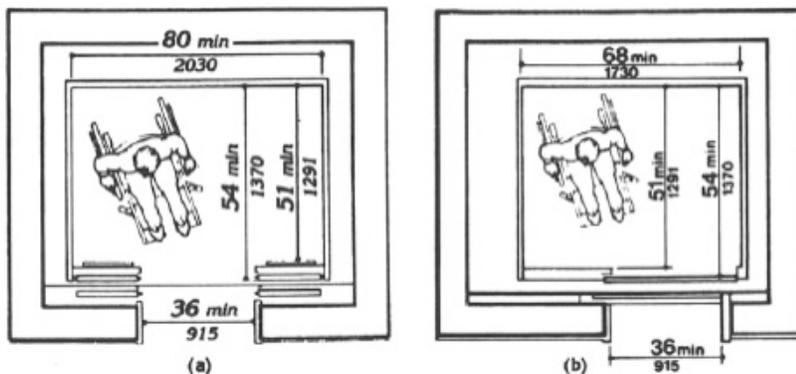


Fig. 22
Minimum Dimensions of Elevator Cars

Note: See Figure 22 for acceptable floor and opening dimensions. Floor dimensions of at least 48 inches by 48 inches may be allowed in existing facilities built before the ADA went into effect.

e-iii. Can the elevator be called and operated automatically without using a special key or having to turn on the elevator from a remote location? [ADA Standards § 4.10.2]

Yes

No

e-iv. Are the highest floor control buttons mounted no more than 54 inches above the floor for a side reach or 48 inches for forward reach? [ADA Standards § 4.10.12 (3)]

Yes

No

e-v. Are raised letters and Braille characters used to identify each floor button and each control? [ADA Standards § 4.10.12]

Yes

No

e-vi. Are signs mounted on both sides of the elevator hoist way door opening (for each elevator and at each floor) that designate the floor with 2-inch minimum-height raised letters and Braille characters centered at 60 inches above the floor? [ADA Standards § 4.10.5]

Yes

No

e-vii. Is the elevator equipped with audible tones or bells or verbal annunciators that announce each floor as it is passed? [ADA Standards § 4.10.13]

Yes

No

E1-f. If a wheelchair lift is provided, does it meet the following?

Yes

No

f-i. Is the lift operational at the time of the survey? [ADA Standards § 4.11.3]

Yes

No

f-ii. Is the change in level from the floor to the lift surface ramped or beveled? [ADA Standards §§ 4.11.2, 4.5.2]

Yes

No

f-iii. Is there at least a 30-inch by 48-inch clear floor space on the wheelchair lift? [ADA Standards §§ 4.11.2, 4.2.4]

Yes

No

f-iv. Does the lift allow a person using a mobility device unassisted entry, operation (is key available, if required), and exit?

Yes

No

f-v. Are the controls and operating mechanisms mounted no more than 54 inches above the floor for a side reach or 48 inches for a forward reach? [ADA Standards §§ 4.11.2, 4.27.3]

Yes

No

f-vi. Are the controls and operating mechanisms usable with one hand without tight grasping, pinching, or twisting? [ADA Standards §§ 4.11.2, 4.27.4]

Yes

No

E1-g. At each location on the way to each shelter activity area where the accessible route passes through a door, does at least one door meet the following requirements?

Yes

No

g-i. Is the clear width for the door opening at least 32 inches measured when the door is open 90 degrees? [ADA Standards

§§ 4.1.3(7), 4.13.5]

Yes

No

g-ii. Is the door hardware (e.g., lever, pull, push, panic bar) usable with one hand, without tight grasping, pinching, or twisting of the wrist, to allow people who may not be able to easily use one or both hands to fully operate the hardware? [ADA Standards § 4.13.9]

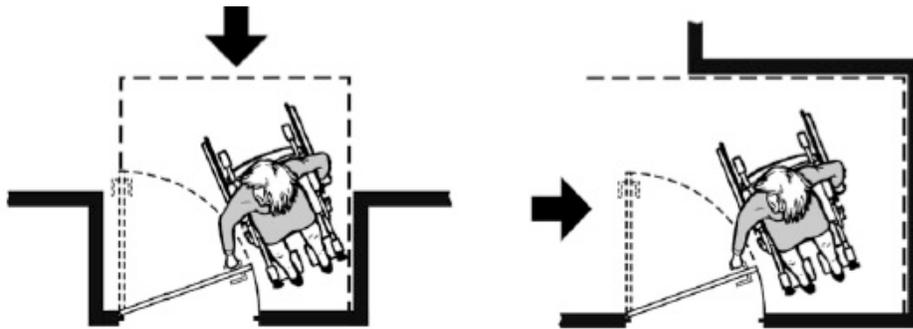
Yes

No

g-iii. Is there clear maneuvering floor space in front of each accessible door (see ADA Standards § Fig. 25) and, on the pull side, is there at least 18 inches clear floor space beyond the latch side of the door (see space configurations in Figure 25)? [ADA Standards § 4.13.6]

Yes

No



A clear floor space on the latch side of the door (pull side) allows a person using a wheelchair or scooter to pull the door open and then enter. The size of the clear floor space varies depending on the direction of approach (shown by the arrows) and the door swing.

g-iv. Is no more than 5 pounds force needed to push or pull open the door? [ADA Standards § 4.13.11 (2)(b)]

Yes

No

Note: Fire doors are still considered to be accessible if they have the minimum opening force allowable by the appropriate administrative authority.

g-v. If the answers to questions g-ii thru g-iv are No, can the door be propped open?

Yes

No

If an activity area is not on an accessible route and cannot be made accessible, find another area that is on an accessible route where that activity may be provided.

2. Typical Issues for People Who are Blind or Have Low Vision

Individuals who are blind or have low vision may walk along any route or through any shelter activity area, not just the accessible routes. That means any area where people using the shelter can walk, including hallways, corridors, eating areas, and sleeping areas, must be free of objects that cannot be detected by a person who is blind or has low vision. Objects that are wall mounted, that project into a pedestrian route from the side, or that are overhead must be located so that individuals who are blind or have low vision will either detect the objects before they run into them or safely pass under them. These routes must be free of overhanging objects that are less than 80 inches above the floor and side objects that protrude into the route more than 4 inches when the bottom of the object is more than 27 inches above the floor. Items to watch for include wall-mounted fire extinguishers and wall-mounted display cases when the bottom is more than 27 inches above the floor, wall sconces and light fixtures that protrude more than 4 inches off the wall, and open staircases, exit signs, overhead signs, banners, and arched

doorways that are lower than 80 inches above the floor.



Overhead and wall-mounted objects that may be hazards along a pedestrian route

Notes:

1. Wall-mounted drinking fountains are a hazard when the front projects more than 4 inches beyond the wall and the bottom is more than 27 inches above the floor.
2. Wall-mounted objects cannot project more than 4 inches beyond the wall if the bottom is not in the cane-detectable area below 27 inches off the floor.
3. Overhead objects must be at least 80 inches off the floor.

The following questions apply to pedestrian routes serving or leading to the shelter activity and common use areas.

E2-a. Are pedestrian routes leading to or serving each service or activity area of the shelter free of objects that protrude from the side more than 4 inches into the route with the bottom of the object more than 27 inches above the floor? [ADA Standards § 4.4.1]

Yes

No

Note: These objects may be wall mounted or free standing. Items to check include wall-mounted fire extinguishers, light fixtures, coat hooks, shelves, drinking fountains, and display cases.

E2-b. Are pedestrian routes leading to or serving each of the service or activity areas free of overhead objects with the bottom edge lower than 80 inches above the floor? [ADA Standards § 4.4.2]

Yes

No

E2-c. Are any interior stairs along these routes configured with a cane-detectable warning or a barrier that prevents travel into the area with less than an 80-inch high head clearance so that people who are blind or who have low vision cannot hit their heads on the underside or stair frame? [ADA Standards § 4.4.2]

Yes

No

If No, list the objects that are a hazard and their location. Remove or relocate the object or place a detectable object on the floor below each object to remove the hazard.



When the underside of a stair is open, it is a hazard to people who are blind or have low vision. Enclosing the area below the stair or installing a cane detectable barrier helps the person to avoid the area.

F. Check-In Areas

A shelter usually has one or more check-in areas located near the entrance to the shelter. When check-in areas are provided, then at least one accessible check-in location should be provided. The accessible check-in area should be at the accessible entrance or signs should give directions to the accessible check-in area.

If a permanent reception counter is used for check in, make sure to provide a writing surface at an accessible height for people who use a wheelchair, scooter, or other mobility device. This may be a part of the reception counter that is no higher than 36 inches above the floor, a folding shelf or an adjacent table, or a clip board.



An accessible check-in location using a folding table with a height that people who use wheelchairs can easily reach.

F1. Is there an accessible route that connects the accessible entrance to areas that are likely to be used to register people as they arrive at the shelter? [ADA Standards § 4.3]

Yes

No

F2. If there is a built-in reception or other type of counter, does it have a section that is at least three feet long that is no higher than 36 inches above the floor or is there a nearby surface that is not higher than 36 inches above the floor? **ADA Standards § 7.2]**

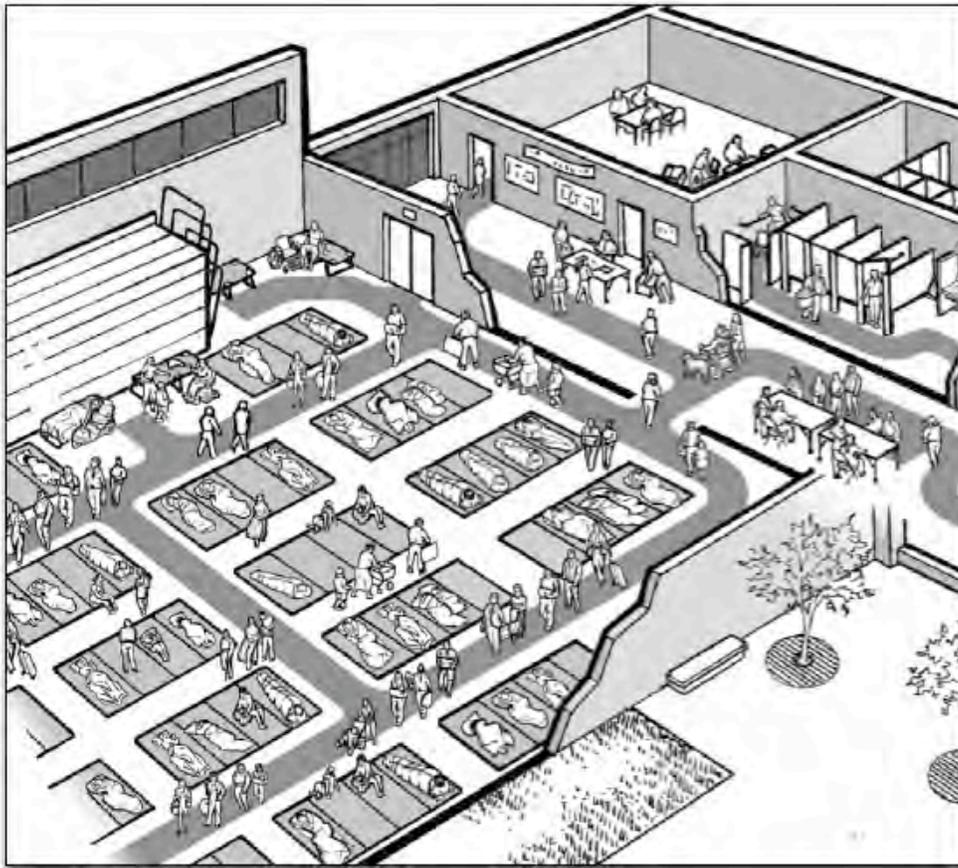
Yes

No

Living at the Emergency Shelter

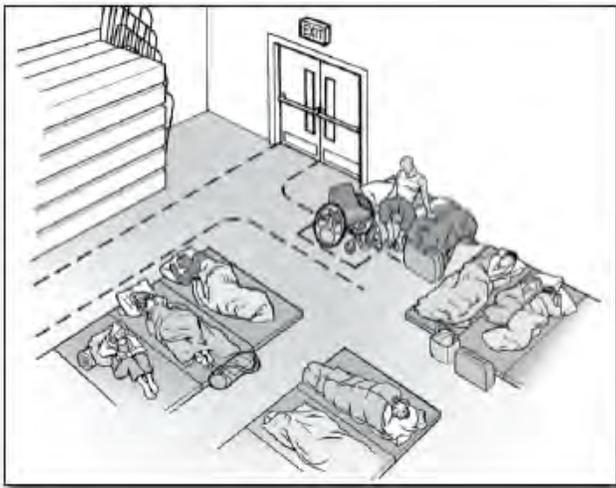
G. Sleeping Areas

Each accessible sleeping area needs to be on an accessible route connecting it to other activity areas in the shelter, including toilet rooms and bathing areas. An accessible route with adequate circulation and maneuvering space provides access in the sleeping areas for people who use wheelchairs or scooters and this route serves each accessible bed or cot.



Interior of one section of a shelter's sleeping area. The shaded pathway indicates the accessible route, which provides access to accessible beds, cots, and other activity areas in the space plus the toilet rooms and other activity areas in the shelter.

Accessible cots have a sleeping surface at approximately the same height above the floor as the seat of a wheelchair (17 to 19 inches above the floor). When placed in several sections of the sleeping area, individuals who use a wheelchair, scooter, or other mobility device will be able to sleep near their family or other companions. An accessible route is needed to provide access to each accessible cot and a clear space at least 36 inches wide is needed along the side of the cot to make it possible to transfer between the mobility device and the cot. A preferred location for accessible cots is to have one side against a wall. This helps to stabilize the cot and the wall can act as a backrest when the person sits up on the cot.



An accessible cot positioned against a wall. Dashed lines indicate the accessible route and clear floor space next to the cot.

G1. Is there an accessible route, at least 36 inches wide, that connects each sleeping area with other shelter activity areas?

Yes

No

Note: it may narrow to 32 inches wide for up to 2 feet in length. [ADA Standards § 4.3.2(3)]

G2. Is the accessible route free of steps and abrupt level changes over 1/2 inch?

Yes

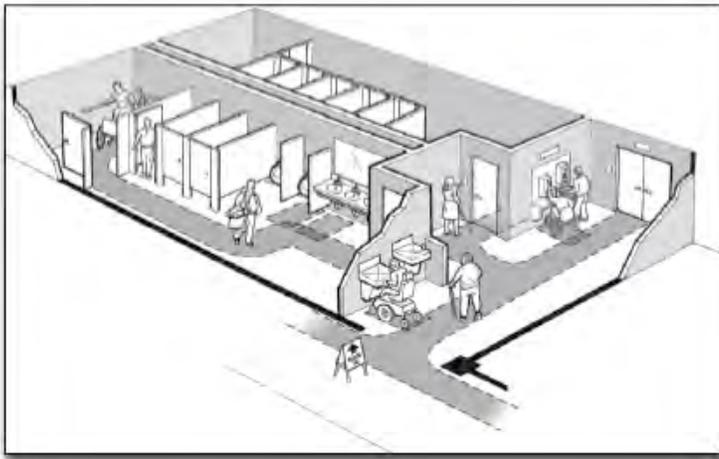
No

Note: level changes between 1/4 inch and 1/2 inch should be beveled). [ADA Standards §§ 4.1.3(1), 4.3.8]

Note: Although the facility survey cannot check the accessibility of the cots because they will not be installed until the shelter is in use, planning for setting up the sleeping area and for arranging the cots and mats should include providing space for an accessible route and clear floor space at each accessible cot. Cots used by people who are blind or who have low vision should be in an easily locatable area.

H. Restrooms and Showers

At least one set of toilet rooms serving the shelter must be accessible to individuals who use a wheelchair, scooter, or other mobility device. In large shelters where more than one set of toilet rooms is needed to serve the occupants, it may be necessary to provide additional accessible toilet facilities or to establish policies to assure that individuals with disabilities have access to the accessible facilities.



Interior of an accessible toilet room showing accessible route, clear floor space at accessible fixtures, and the wide accessible toilet stall.

H1. If a sign is provided at the toilet room entrance (e.g. Men, Women, Boys, Girls, etc.), is a sign with raised characters and Braille mounted on the wall adjacent to the latch? [\[ADA Standards § 4.30.6\]](#)

Yes

No

If No, install a sign with raised characters and Braille on the wall adjacent to the latch side of the door and centered 60 inches above the floor and leave the existing sign in place on the door if removing it will damage the door.

Note: an additional sign may be mounted on the toilet room door but this cannot be considered to be the accessible sign which must be mounted on the wall adjacent to the latch side of the door.

H2. Does the door to the toilet room provide at least 32 inches clear passage width when the door is open 90 degrees? [\[ADA Standards § 4.13.5\]](#)

Yes

No

H3. Is the hardware (e.g., lever, pull, panic bar) usable with one hand without tight grasping, pinching, or twisting of the wrist? [\[ADA Standards § 4.13.9\]](#)

Yes

No

If No, can the door be propped open without compromising privacy, or can the hardware be modified by adding new accessible hardware, or adapting or replacing hardware?

H4. On the pull side of the door, is there at least 18 inches clearance provided on the latch side if the door is not automatic or power-operated? [\[ADA Standards § 4.13.6, Fig. 25\]](#)

Yes

No

H5. If there is a raised threshold, is it no higher than 3/4 inch at the door and beveled on both sides? [\[ADA Standards §§ 4.1.6\(3\)\(d\)\(ii\), 4.13.8\]](#)

Yes

No

NA

If No, replace threshold with one with beveled sides or add a sloped insert.

H6. If the entry has a vestibule, is there a 30-inch by 48-inch clear floor space inside the vestibule where a wheelchair or scooter user can be outside the door swing? [ADA Standards § 4.13.7]

Yes

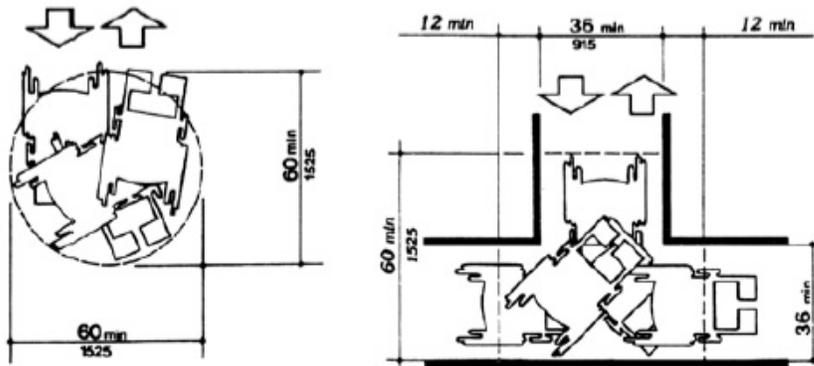
No

If No, possible solutions include leaving the inner door open or removing the outer door.

H7. Inside the toilet room, is there an area where a person who uses a wheelchair or other mobility device can turn around - either at least 60-inch diameter circle or a "T"-shaped turn area as shown in the figures below? [ADA Standards §§ 4.22.3; 4.2.3]

Yes

No



Minimum spaces for turning

Minimum spaces for turning

H8. If lavatories are provided, does at least one have at least a 29 inch high clearance under the front apron with the top of the rim no more than 34 inches above the floor? [ADA Standards § 4.19.2]

Yes

No

H9. Are the drain and hot water pipes for this lavatory insulated or otherwise configured to protect against contact? [ADA Standards § 4.19.4]

Yes

No

H10. Does this lavatory have controls that operate easily with one hand, without tight grasping, pinching, or twisting of the wrist? [ADA Standards § 4.19.5]

Yes

No

H11. If mirrors are provided, is the bottom of the reflecting surface for the mirror at this lavatory no higher than 40 inches above the floor or is a full length mirror provided? [ADA Standards § 4.19.6]

Yes

No

H12. For at least one of each type of dispenser, receptacle, or equipment, is there clear floor space at least 30 inches wide x 48 inches long adjacent to the control or dispenser (positioned either parallel to the control or dispenser or in front of it)? [ADA Standards §§ 4.23.7; 4.27.2; 4.2.5 and Fig 5; 4.2.6 and Fig 6]

Yes

No

H13. Is the operating control (switch, lever, button, or pull) of at least one of each type of dispenser or built-in equipment no higher than 54 inches above the floor (if there is clear floor space for a parallel approach) or 48 inches (if there is clear floor space for a front approach)? [ADA Standards §§ 4.23.7; 4.27.3; 4.2.5 and Fig 5; 4.2.6 and Fig 6]

Yes

No

H14. Are all built-in dispensers, receptacles, or equipment mounted so the front does not extend more than 4 inches from the wall if the bottom edge is between 27 inches and 80 inches above the floor? [ADA Standards §§ 4.23.7; 4.27; 4.4.1; Fig. 8]

Yes

No

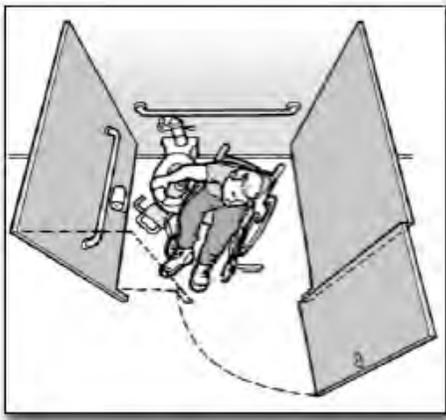
Toilet Stalls

H15. Is at least one wide toilet stall provided with an out swinging door, side and rear grab bars, and clear space next to the toilet? [ADA Standards § 4.17]

Yes

No

If No, check to see if another toilet room provides a wide accessible toilet stall, note its location for shelter planners, and answer all toilet room questions with respect to that toilet room.



Overhead view of an individual using a wheelchair positioned beside a toilet in a wide accessible stall.

H16. Is the toilet stall at least 60 inches wide and 56 inches deep (wall mounted toilet) or 59 inches deep (floor mounted toilet)?

[ADA Standards § 4.17.3]

Yes

No

If No, note the width and depth of the stall. _____

H17. Is at least 9 inches of toe clearance provided under the front wall and at least one side wall of the toilet stall? [ADA Standards

§ 4.17.4]

Yes

No

H18. Is the centerline of the toilet 18 inches from the adjacent side wall? [ADA Standards § 4.16.2; 4.17.3]

Yes

No

H19. Is the top of the toilet seat 17 inches to 19 inches above the floor? [ADA Standards § 4.16.3]

Yes

No

H20. Is the flush valve located on the wide side adjacent to the lavatory or is an automatic flush valve provided? [ADA Standards §

4.16.5]

Yes

No

H21. Is a horizontal grab bar at least 40 inches long securely mounted on the adjacent side wall 33 to 36 inches above the floor

with one end no more than 12 inches from the back wall 33 to 36 inches above the floor? [ADA Standards § 4.16.4; 4.17.6]

Yes

No

H22. Is a second horizontal grab bar at least 36 inches long securely mounted on the back wall with one end no more than 6 inches from the side wall 33 to 36 inches above the floor? [ADA Standards § 4.16.4; 4.17.6]

Yes

No

H23. Is the door to the toilet stall located diagonally opposite, not directly in front of, the toilet or on the opposite side wall from the wall with the long grab bar? [ADA Standards § 4.17.3]

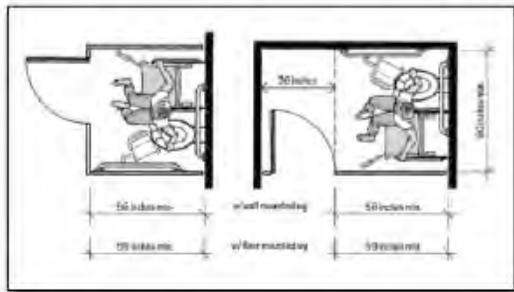
Yes

No

H24. Unless the wide stall is located at the end of a row of toilet stalls, does the door to this wider stall open out? [ADA Standards § 4.17.3]

Yes

No



Plan views showing minimum sizes of wide accessible toilet stall

H25. Is the clear width of the door at least 32 inches (measured between the face of the door and the edge of the opening) when the door is open 90 degrees? [ADA Standards § 4.13.5]

Yes

No

H26. If there are 6 or more stalls in the restroom, is one of those stalls (in addition to the wider stall noted above) exactly 36 inches wide with an out swinging stall door that provides at least 32 inches of clear width? [ADA Standards § 4.22.4]

Yes

No

H27. Does this 36-inch wide stall have horizontal grab bars on both of the side partitions that are at least 36 inches long and 33 to 36 inches above the floor? [ADA Standards § 4.22.4]

Yes

No

H28. Is the surface of the toilet seat in this 36-inch-wide stall 17 to 19 inches above the floor? [ADA Standards §§ 4.16.3; 4.22.4]

Yes

No

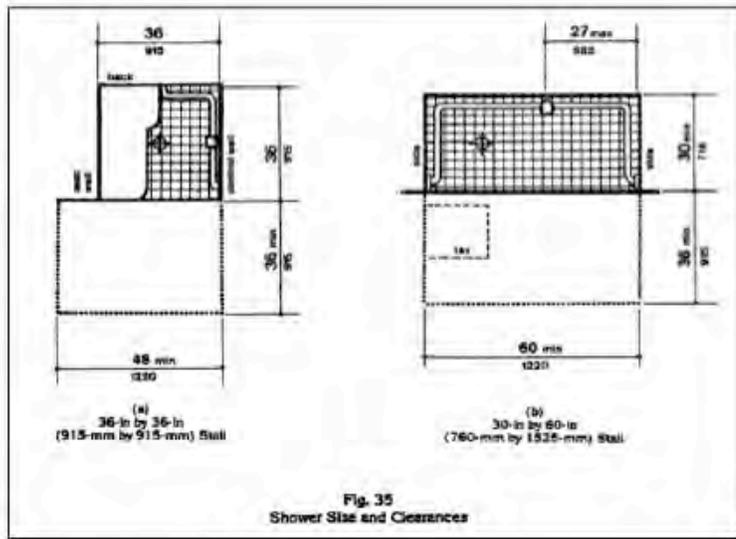
H29. If a coat hook is provided is it mounted no higher than 54 inches above the floor for a side approach or 48 inches above the floor for a front approach? [ADA Standards § 4.25.3]

Yes

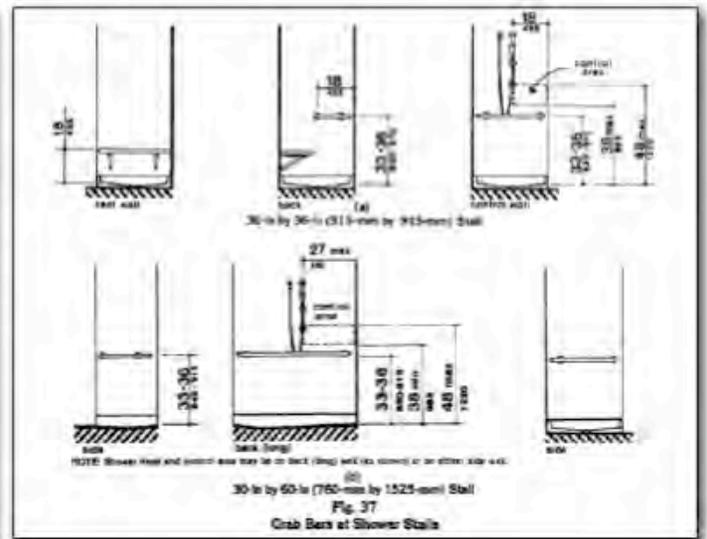
No

Note: For many emergency shelters, evacuees are not expected to use shower or bathing facilities due to the short period they may stay at the shelter. If planning for the shelter operation includes offering shower or bathing facilities, then those facilities should be on an accessible route and checked for accessibility. For information on the requirements for accessible showers or bathtubs see the ADA Standards for Accessible Design which is available online at www.ada.gov.

The following are figures illustrating some accessible shower features from the ADA Standards.



Accessible Shower Stall
Minimum Size and Clearances



Accessible Shower Stall Grab Bars
and Seat, Shower, and Control Area

I. Public Telephones

When public telephones are provided, then one or more accessible public telephones should be provided in areas serving shelter activity and service areas. Whenever accessible telephones are provided, each should be on an accessible route. In shelters it is common to provide additional telephones on tables or desks and some of these telephones should be accessible.

A text telephone (also commonly known as a TTY) is a device that allows individuals who are deaf or hard of hearing or who have a speech disability to communicate over a telephone. Having at least one TTY in any building that has at least four pay phones, provides access for people who are deaf or hard of hearing.

I1. If at least one public telephone or one bank of telephones is provided, does at least one of each type of telephone (e.g., pay telephone, intercom telephone, other telephone) have the following?

Yes

No

I1a. For a side approach (clear floor space at least 30 inches long x 48 inches wide), is the coin slot no higher than 54 inches above the floor? [ADA Standards § 4.31.2, Fig. 44 (a)]

Yes

No

11b. For a front approach (where clear floor space at least 30 inches wide x 48 inches long), is the coin slot no higher than 48 inches above the floor? [ADA Standards § 4.31.2, Fig. 44 (b)]

Yes

No

12. Does the phone have volume controls? [ADA Standards § 4.31.5]

Yes

No

13. If three or more telephones are located in one bank serving the shelter, are a shelf and an electrical outlet provided at one telephone for use of a portable TTY? [ADA Standards § 4.31.9 (2)]

Yes

No

14. If four or more pay telephones are provided on the site, is there a TTY (text telephone) provided at the shelter?

Yes

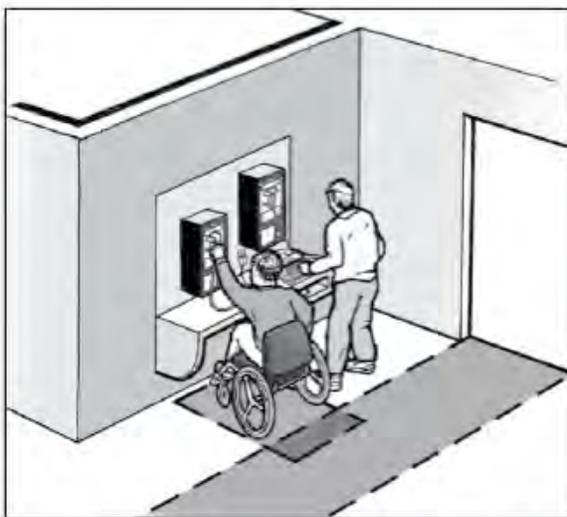
No

If yes, location _____

15. Is there a sign at each pay phone or pay phone bank for the shelter directing people to the nearest TTY? [ADA Standards § 4.30.7 (3); 4.31.9(3)]

Yes

No

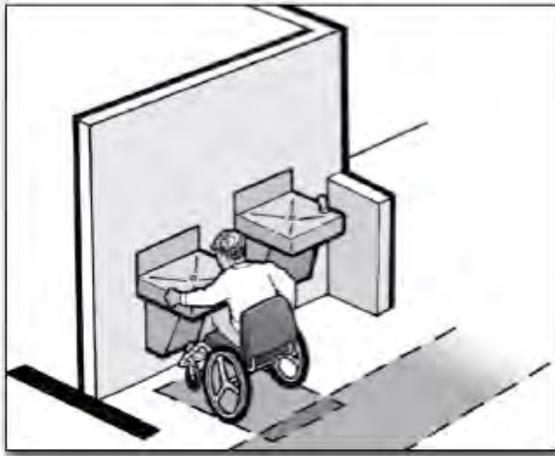


A bank of two public telephones. The accessible telephone is on the left and the telephone on the right is equipped with a TTY.

J. Drinking Fountains

Approximately 50% of the drinking fountains serving the shelter must be accessible and located on an accessible route. Accessible drinking fountains must have enough space for a person using a wheelchair, scooter, or other mobility device to use the drinking fountain. The spout and controls of the drinking fountain must be near the front edge. The controls must be usable with one hand without tight grasping, pinching, or twisting of the wrist. The other 50% of drinking fountains serving the shelter must be configured for use by people who have difficulty bending or stooping while standing.

When an object, such as a drinking fountain, protrudes more than four inches into the circulation path, the bottom edge must be at 27 inches above the floor or lower so the drinking fountain is not a hazard to people who are blind or have low vision.



A person who uses a wheelchair is drinking from an accessible drinking fountain. Beside the accessible drinking fountain is a standard height fountain that is usable by people who have difficulty bending or stooping. The short wall beside the standard height drinking fountain is cane-detectable to guide people who are blind or have low vision away from the standard height fountain which, otherwise, would be a protruding object hazard.

The following questions apply to 50% of the drinking fountains that are provided.

J1. If the drinking fountain is a wall-mounted unit, is there clear floor space at least 30 inches wide (36 inches if it is in an alcove) x 48 inches long in front of the drinking fountain and at least 27 inches high under the fountain so that a person using a wheelchair can get close to the spout and controls? [ADA Standards § 4.15.5 (1), Figs. 4 (e) and 27 (b)]

Yes

No

J2. If the drinking fountain is a floor-mounted unit, is there clear floor space at least 30 inches long x 48 inches wide (60 inches if it is in an alcove) for a side approach to the drinking fountain so that a person using a wheelchair can get close to the spout and controls even though the fountain has no clear space under it? [ADA Standards § 4.15.5 (2), Figs. 4 (e), 27 (c) and (d)]

Yes

No

J3. Is the top of the spout no higher than 36 inches above the floor and at the front of the fountain or water cooler? [ADA Standards § 4.15.2]

Yes

No

J4. Does the water rise at least 4 inches high when no more than 5 pounds of force is applied to the controls of the fountain? [ADA Standards §§ 4.15.3 and 4.15.4]

Yes

No

J5. Are the controls on or near the front of the unit and do they operate with one hand without tight grasping, pinching, or twisting of the wrist? [ADA Standards § 4.15.4]

Yes

No

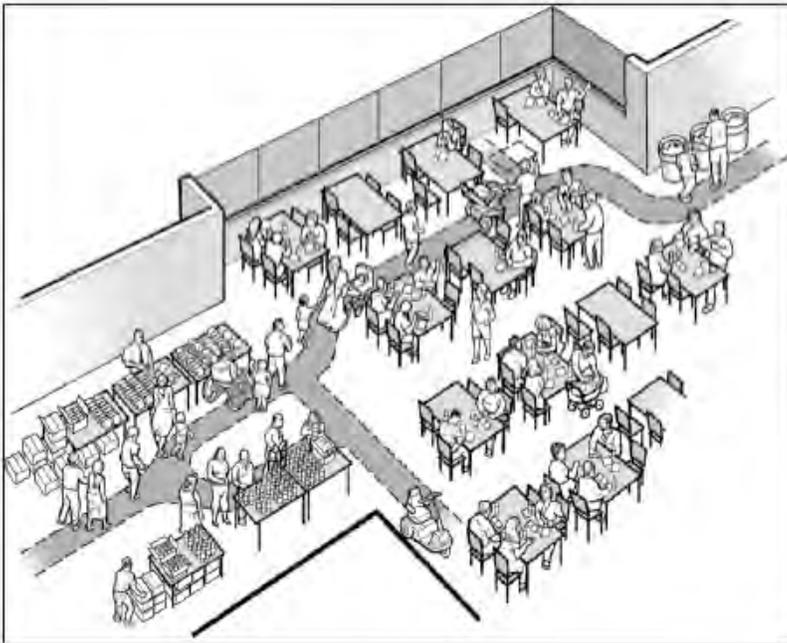
J6. Is the bottom of the apron of the fountain 27 inches above the floor so that it provides the space needed for a person who uses a wheelchair to pull up under it but is not a hazard to people who are blind or have low vision and use a cane to detect hazards? [ADA Standards §§ 4.15.5 (1) and 4.4.1]

Yes

No

K. Eating Areas

An accessible route, at least 36 inches wide and without steps or steep slopes, must be provided to and throughout the food service and eating areas of the shelter. The accessible route allows people who use wheelchairs, scooters, and other mobility devices to get to all of the food and drink items in the shelter and to accessible tables and seating.



A serving and eating area in a shelter are shown above. The shaded pathway illustrates the accessible route connecting the entrance, serving areas, accessible seats and tables, and the exit.

K1. Is there an accessible route, at least 36 inches wide, that connects each of the shelter activity areas with the food service and eating areas (it may narrow to 32 inches wide for up to 2 feet in length)? [ADA Standards § 4.3.2(3)]

Yes

No

K2. Is there an accessible route that is at least 36 inches wide that connects accessible tables with serving, condiment, and dispenser areas? [ADA Standards § 5.3; 4.3.8]

Yes

No

K3. In each eating area, if tables with fixed seats are provided, do at least 5% of each type of table with fixed seats have accessible locations with knee space at least 27 inches high, at least 19 inches deep, and at least 30 inches wide with a table top 28 to 34 inches above the floor? [ADA Standards § 5.1]

Yes

No

Note: If movable tables and chairs are used as shown, then locate at least 5% of the tables adjacent to an accessible route. Tables can be relocated as needed during operation of the shelter.

K4. If built-in food, drink, condiment, and tableware dispensers are provided, are dispensers and operating controls mounted no higher than 54 inches above the floor if clear floor space is provided for a side approach? [ADA Standards § 5.5]

Yes

No

K5. If the operating controls are set back 10 to 24 inches from the front edge of the counter or table are they no higher than 46 inches above the floor? [ADA Standards § 5.5]

Yes

No

K6. If food service lines are provided, is an accessible route provided (at least 36 inches wide) and are the tray slides no higher than 34 inches above the floor? [ADA Standards § 5.5]

Yes

No

Other Issues

L. Availability of Electrical Power

Emergency shelters should have a way to provide a back-up power supply when the electrical service is interrupted. The back-up power is needed to provide refrigeration of medicines, operation of supplemental oxygen and breathing devices, and for charging the batteries of power wheelchairs and scooters. Individuals whose medications (certain types of insulin, for example) require constant refrigeration need to know if a shelter provides supplemental power for refrigerators or ice-packed coolers. Individuals who use medical support systems, such as supplemental oxygen, or who require periodic breathing treatments using powered devices rely on a stable source of electricity. These individuals must have access to electric power from a generator or other source of electricity while at a shelter.

In general, in each community or area where a shelter is provided, a facility must have one or more back-up generators or other sources of electricity so that evacuees with a disability who rely on powered devices can have access to electrical power while at the shelter.



L1. Is there a backup source of electrical power for the facility?

Yes

No

L2. Is there a refrigerator or other equipment, such as coolers with a good supply of ice, at the shelter?

Yes

No

M. Single-User or “Family” Toilet Room

In many schools and large facilities where emergency shelters are often located, single-user toilet rooms may be provided for staff. In those facilities built or altered since the ADA went into effect, single-user toilet rooms should have accessible features that could be useful during shelter operation. These features include an accessible entrance and turning and maneuvering spaces. These rooms should also have been built to allow grab bars, accessible controls, and accessible hardware to be easily installed.

As part of the planning for operating an emergency shelter, facilities operators should consider using an available staff toilet room, if provided, as a single-user or “family” toilet room. When provided in addition to large accessible toilet rooms, this type of facility permits a person with a disability to receive assistance from a person of the opposite sex.

M1. If a sign is provided at the toilet room entrance (e.g. Men, Women, Boys, Girls, etc.), is a sign with raised characters and Braille mounted on the wall adjacent to the latch side of the door and centered 60 inches above the floor? [ADA Standards § 4.1.3(16)(a)]

Yes

No

If No, install a sign with raised characters and Braille on the wall adjacent to the latch side of the door and centered 60 inches above the floor and leave the existing sign in place on the door if removing it will damage the door.

Note: an additional sign may be mounted on the toilet room door but this cannot be considered to be the accessible sign which must be mounted on the wall adjacent to the latch side of the door.

M2. Does the door to the toilet room provide at least 32 inches clear passage width when the door is open 90 degrees? [ADA Standards § 4.13.5]

Yes

No

M3. Is the hardware (e.g., lever, pull, etc.) usable with one hand without tight grasping, pinching, or twisting of the wrist? [ADA Standards § 4.13.9]

Yes

No

If No, add new accessible hardware or adapt/replace hardware.

M4. On the latch, pull side of the door, is there at least 18 inches clearance provided if the door is not automatic or power operated? [ADA Standards § 4.13.6; Fig. 25]

Yes

No

M5. If there is a raised threshold, is it no higher than 3/4 inch at the door and beveled on both sides? [ADA Standards §§ 4.1.6(3)(d)(ii); 4.13.8]

Yes

No

If No, replace threshold with one with beveled sides or add a sloped insert.

M6. Inside the room is there an area for a person who uses a wheelchair to turn around - either a 60-inch diameter circle or a "T"-shaped turn area? [ADA Standards §§ 4.22.3; 4.2.3]

Yes

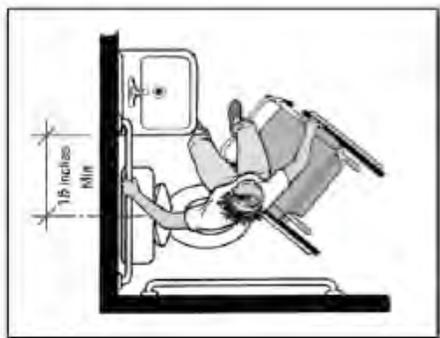
No

M7. If the door swings into the room, does the door swing not overlap the required clear floor space for the toilet or lavatory? [ADA Standards §§ 4.22.2; 4.2.4.1]

Yes

No

Note: In the figure below the clear floor space for the toilet extends at least 66 inches from the back wall.



Plan view showing the minimum amount of space required between the toilet and the

adjacent lavatory.

M8. Is there at least 18 inches between the center of the toilet and the side of the adjacent lavatory? [ADA Standards § 4.16.2; Fig. 28]

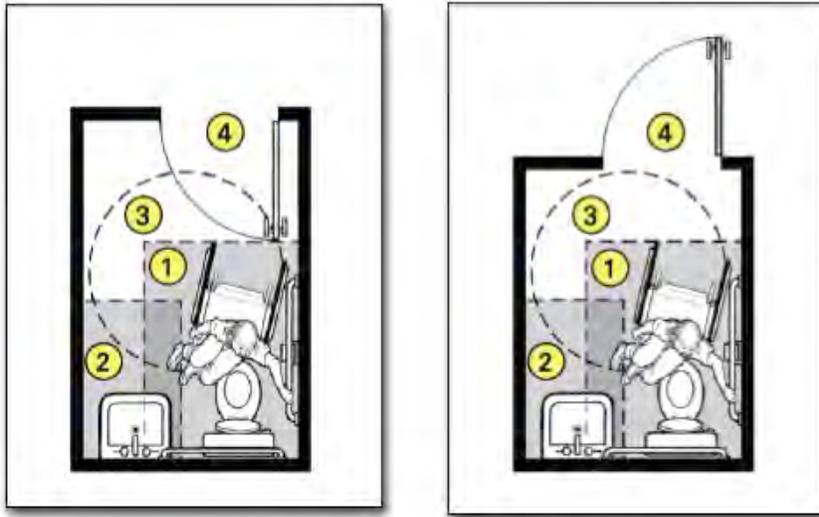
Yes

No

M9. Does the lavatory have at least a 29-inch-high clearance under the front edge and the top of the rim no more than 34 inches above the floor? [ADA Standards § 4.19.2]

Yes

No



Plan view of a single-user toilet room showing the door swing not overlapping the dark toned area indicating the clear floor space for the toilet and lavatory. The door swing may overlap the turning space indicated by the circular area.

Notes:

1. 48-inch minimum by 66-inch minimum clear floor space for toilet
2. 48-inch minimum by 30-inch minimum clear floor space for lavatory
3. 60-inch minimum turning space
4. door swing

M10. Are the drain and hot water pipes for the lavatory insulated or otherwise configured to protect against contact? [ADA Standards § 4.19.4]

Yes

No

M11. Does that lavatory have controls that operate easily with one hand, without tight grasping, pinching, or twisting of the wrist? [ADA Standards § 4.19.5]

Yes

No

M12. If a mirror is provided, is the bottom of the reflecting surface no higher than 40 inches above the floor or is a full length mirror provided? [ADA Standards § 4.19.6]

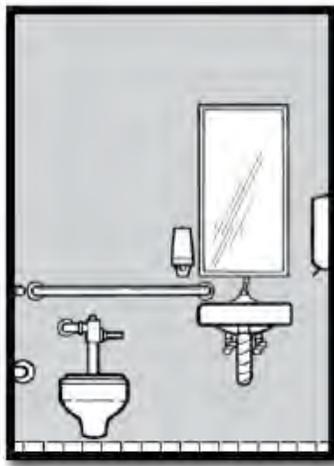
Yes

No

M13. For each type of dispenser, receptacle, or equipment, is there clear floor space at least 30 inches wide x 48 inches long adjacent to the control or dispenser (positioned either parallel to the control or dispenser or in front of it)? [ADA Standards §§ 4.23.7; 4.27.2; 4.2.5 and Fig. 5; 4.2.6 and Fig. 6]

Yes

No



front view of toilet, lavatory, mirror and soap dispenser

M14. Is the operating control (switch, lever, button, or pull) for each type of dispenser or built-in equipment no higher than 54 inches above the floor (if there is clear floor space for a parallel approach) or 48 inches (if there is clear floor space for a front approach)? [ADA Standards §§ 4.23.7; 4.27.3; 4.2.5 and Fig. 5; 4.2.6 and Fig. 6]

Yes

No

M15. Are all built-in dispensers, receptacles, or equipment mounted so the front does not extend more than 4 inches from the wall if the bottom edge is between 27 inches and 80 inches above the floor? [ADA Standards §§ 4.23.7; 4.27; 4.4.1; Fig. 8]

Yes

No

M16. Is the centerline of the toilet 18 inches from the adjacent side wall? [ADA Standards §§ 4.16.2; 4.17.3]

Yes

No

M17. Is the top of the toilet seat 17 to 19 inches above the floor? [ADA Standards § 4.16.3]

Yes

No

M18. Is the flush valve located on the side adjacent to the lavatory? [ADA Standards § 4.16.5]

Yes

No

M19. Is a horizontal grab bar at least 40 inches long securely mounted on the adjacent side wall 33 to 36 inches above the floor with one end no more than 12 inches from the back wall? [ADA Standards §§ 4.16.4; 4.17.6]

Yes

No

M20. Is there a horizontal grab bar at least 36 inches long securely mounted behind the toilet 33 to 36 inches above the floor with one end no more than 6 inches from the side wall? [ADA Standards §§ 4.16.4; 4.17.6]

Yes

No

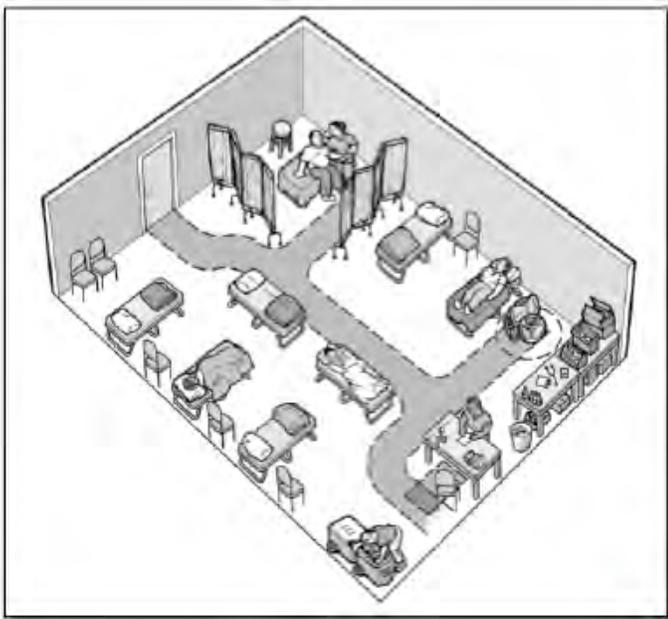
M21. If a coat hook is provided, is it mounted no higher than 54 inches above the floor for a side approach or 48 inches above the floor for a front approach? [ADA Standards § 4.25.3]

Yes

No

N. Health Units/Medical Care Areas

In many schools, where emergency shelters are often located, nurses' rooms or other types of health care facilities may be provided. These health care facilities should be on an accessible route and have accessible features, including an accessible entrance, an accessible route to the different types of services offered within the medical care unit, turning and maneuvering spaces, and cots or beds that are at a height to which people who use mobility devices can easily transfer.



An overhead view of a medical care area with a shaded

pathway showing the accessible route shown and clear floor spaces.

N1. Is there an accessible route, at least 36 inches wide, that connects each of the shelter activity areas with the health units and medical care areas (it may narrow to 32 inches wide for up to 2 feet in length)? [ADA Standards § 4.3.2(3)]

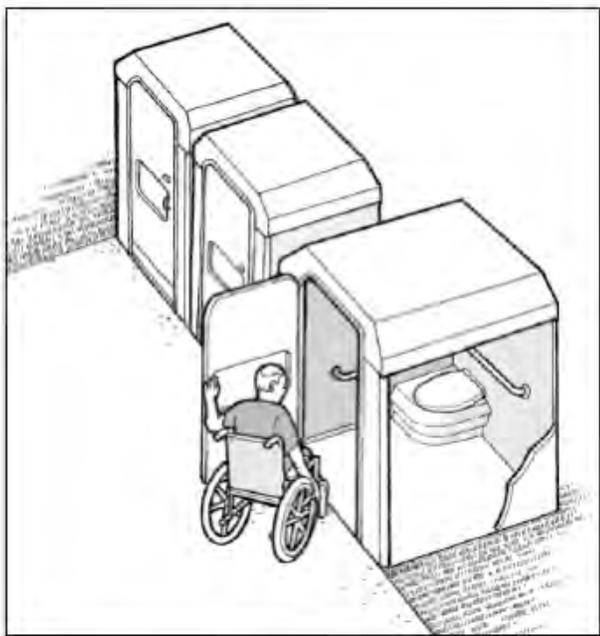
Yes

No

O. Accessible Portable Toilets

Portable toilets are often used at emergency shelters to supplement permanent toilet facilities. When portable toilets are provided, at least one must be a unit with accessible features that is located on an accessible route connecting it with the shelter. For the entrance to an accessible portable toilet to be usable, there must either be no step or a ramp must be installed that extends from the hinge side of the door to at least 18 inches beyond the latch side of the door.

Accessible portable toilets should have similar features to a standard accessible toilet stall including an accessible door, side and rear grab bar, clear space next to the toilet, and maneuvering space.



A person using a wheelchair enters an accessible portable toilet. The unit is positioned to provide a level entry from the accessible route.

Appendix F

2010 and 1991 ADA Standards for Accessible Design

U.S. Department of Justice

Comparison

2010 and 1991 ADA Standards for Accessible Design

Technical Requirements

This document on technical requirements and its companion document on scoping requirements were created as references to understand the differences between the 1991 and the 2010 ADA Standards for Accessible Design. The documents only include sections of the Standards that are new or different.

Technical requirements are the design and construction specifications e.g., *Door opening shall provide clear width of 32 inches minimum, Thresholds shall be ½ inch high maximum.*

Scoping indicates what needs to be accessible and how many e.g., *At least 60% of all public entrances need to comply with 404.*

These documents are intended as informal guidance; they have not been reviewed by any federal agencies.

If you have corrections or additions to these documents please send an email to: ADAinfo@NewEnglandADA.org



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800-949-4232 v/tty

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Institute for Human Centered Design

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	Chapter 3: Building Blocks	
	304 Turning Space	
	304.3.1 Circular Space. The turning space shall be a space of 60 inches (1525 mm) diameter minimum. <u>The space shall be permitted to include knee and toe clearance complying with 306.</u>	Clarification about knee & toe clearance.
	304.4 Door Swing. Doors shall be permitted to swing into turning spaces.	Clarification: Doors are permitted to swing into the turning space.
	307 Protruding Objects	
4.4.2 Head Room. Walks, halls, corridors, passageways, aisles, or other circulation spaces shall have 80 in (2030 mm) minimum clear head room (see Fig. 8(a)). If vertical clearance of an area adjoining an accessible route is reduced to less than 80 in (nominal dimension), a barrier to warn blind or visually-impaired persons shall be provided.	307.4 Vertical Clearance. Vertical clearance shall be 80 inches (2030 mm) high minimum. Guardrails or other barriers shall be provided where the vertical clearance is less than 80 inches (2030 mm) high. <u>The leading edge of such guardrail or barrier shall be located 27 inches (685 mm) maximum above the finish floor or ground.</u> Exceptions: Door closers and door stops shall be permitted to be 78 inches (1980 mm) minimum above the finish floor or ground.	New Exception is new
4.2 Space Allowance and Reach Ranges	308 Reach Ranges	
4.2.6 Side Reach. If the clear floor space allows parallel approach by a person in a wheelchair, the maximum high side reach allowed shall be <u>54 in</u> (1370 mm) and the low side reach shall be no less than <u>9 in</u> (230 mm) above the floor (Fig. 6(a) and (b)).	308.3 Side Reach. 308.3.1 Unobstructed. Where a clear floor or ground space allows a parallel approach to an element and the side reach is unobstructed, the high side reach shall be <u>48 inches</u> (1220 mm) maximum and the low side reach shall be <u>15 inches</u> (380 mm) minimum above the finish floor or ground. Exceptions: 1. The top of washing machines and clothes dryers shall be permitted to be 36 inches (915 mm) maximum above the finish floor. 2. Operable parts of fuel dispensers shall be permitted to be 54 inches (1370 mm)	Side reach range changed from 54 inches to 48 inches. Exception is new.

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	maximum measured from the surface of the vehicular way where fuel dispensers are installed on existing curbs.	
	Chapter 4: Accessible Routes	
4.3.7 Accessible Route	403 Walking Surfaces	
<p>4.3.7 Slope. An accessible route with a running slope greater than 1:20 is a ramp and shall comply with 4.8. Nowhere shall the cross slope of an accessible route exceed 1:50.</p>	<p>403.3 Slope. The running slope of walking surfaces shall not be steeper than 1:20. The cross slope of walking surfaces shall not be steeper than 1:48.</p>	Change: Steeper cross slope allowed.
<p>4.2.1 Wheelchair Passage Width. The minimum clear width for single wheelchair passage shall be 32 in (815 mm) at a point and 36 in (915 mm) continuously (see Fig. 1 and 24(e)).</p> <p>NOTE: Figure 1 indicates the minimum clear passage width for a single wheelchair shall be 36 inches (915 mm) minimum along an accessible route, but may be reduced to 32 inches (815 mm) minimum at a point for a maximum depth of 24 inches (610 mm), such as at a doorway.</p>	<p>403.5.1 Clear Width. Except as provided in 403.5.2 and 403.5.3, the clear width of walking surfaces shall be 36 inches (915 mm) minimum.</p> <p>Exception: The clear width shall be permitted to be reduced to 32 inches (815 mm) minimum for a length of 24 inches (610 mm) maximum <u>provided that reduced width segments are separated by segments that are 48 inches</u> (1220 mm) <u>long minimum and 36 inches</u> (915 mm) <u>wide minimum</u>.</p>	Exception is new
	<p>403.6 Handrails. Where handrails are provided along walking surfaces with running slopes not steeper than 1:20 they shall comply with 505.</p>	New: If handrails are provided is shall comply with requirements.
4.13 Doors	404 Doors, Doorways and Gates	
<p>4.13.5 Clear Width. Doorways shall have a minimum clear opening of 32 in (815 mm) with the door open 90 degrees, measured between the face of the door and the opposite stop (see Fig. 24(a), (b), (c), and (d)). Openings more than 24 in (610 mm) in depth shall comply with 4.2.1 and 4.3.3.</p>	<p>404.2.3 Clear Width. Door openings shall provide a clear width of 32 inches (815 mm) minimum. Clear openings of doorways with swinging doors shall be measured between the face of the door and the stop, with the door open 90 degrees. Openings more than 24 inches (610 mm) deep shall provide a clear opening of 36 inches (915 mm) minimum. There shall be no projections into the required clear opening width lower than 34 inches (865 mm) above the finish floor or ground. <u>Projections into the clear opening width between 34 inches</u> (865 mm) <u>and 80 inches</u> (2030 mm) <u>above the finish floor or ground shall not exceed 4</u></p>	New: Projection into the opening width allowed.

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	<p><u>inches</u> (100 mm).</p> <p>Exception: Door closers and door stops shall be permitted to be 78 inches (1980 mm) minimum above the finish floor or ground.</p>	Exception is new
	<p>404.2.4.3 Recessed Doors and Gates. Maneuvering clearances for forward approach shall be provided <u>when any obstruction within 18 inches (455 mm) of the latch side of a doorway projects more than 8 inches (205 mm) beyond the face of the door,</u> measured perpendicular to the face of the door or gate.</p>	New
<p>4.13.8 Thresholds at Doorways. Thresholds at doorways shall not exceed <u>$\frac{3}{4}$ in</u> (19 mm) <u>in height for exterior sliding doors</u> or $\frac{1}{2}$ in (13 mm) for other types of doors. Raised thresholds and floor level changes at accessible doorways shall be beveled with a slope no greater than 1:2 (see 4.5.2).</p>	<p>404.2.5 Thresholds. Thresholds, if provided at doorways, shall be <u>$\frac{1}{2}$ inch (13 mm) high maximum.</u> Raised thresholds and changes in level at doorways shall comply with 302 and 303.</p>	Change: Threshold lower at exterior doors.
<p>4.13.7 Two Doors in Series. The minimum space between two hinged or pivoted doors in series shall be 48 in (1220 mm) plus the width of any door swinging into the space. <u>Doors in series shall swing either in the same direction or away from the space between the doors</u></p>	<p>404.2.6 Doors in Series and Gates in Series. The distance between two hinged or pivoted doors in series and gates in series shall be 48 inches (1220 mm) minimum plus the width of doors or gates swinging into the space.</p>	Removed: Doors swing in same direction or away from each other.
<p>4.13.9 Door Hardware. Handles, pulls, latches, locks, and other operating devices on accessible doors shall have a shape that is easy to grasp with one hand and does not require tight grasping, tight pinching, or twisting of the wrist to operate. Lever-operated mechanisms, push-type mechanisms, and U-shaped handles are acceptable designs. When sliding doors are fully open, operating hardware shall be exposed and usable from both sides. Hardware required for accessible door passage shall <u>be mounted no higher than 48 in (1220 mm) above finished floor.</u></p>	<p>404.2.7 Door and Gate Hardware. Handles, pulls, latches, locks, and other operable parts on doors and gates shall comply with 309.4. Operable parts of such hardware shall be <u>34 inches (865 mm) minimum and 48 inches (1220 mm) maximum above the finish floor or ground.</u> Where sliding doors are in the fully open position, operating hardware shall be exposed and usable from both sides.</p>	Minimum height of hardware specified.
<p>4.13.10 Door Closers. If a door has a closer, then the sweep period of the closer</p>	<p>404.2.8.1 Door Closers and Gate Closers. Door closers and gate closers</p>	Closing speed longer

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<p>shall be adjusted so that from an open position of <u>70 degrees, the door will take at least 3 seconds to move to a point 3 in (75 mm)</u> from the latch, measured to the leading edge of the door.</p>	<p>shall be adjusted so that from an open position of <u>90 degrees, the time required to move the door to a position of 12 degrees from the latch is 5 seconds minimum.</u></p>	
	<p>404.2.8.2 Spring Hinges. Door and gate spring hinges shall be adjusted so that from the open position of 70 degrees, the door or gate shall move to the closed position in 1.5 seconds minimum.</p>	New
	<p>404.2.10 Door and Gate Surfaces. Swinging door and gate surfaces within 10 inches (255 mm) of the finish floor or ground measured vertically shall have a smooth surface on the push side extending the full width of the door or gate. Parts creating horizontal or vertical joints in these surfaces shall be within 1/16 inch (1.6 mm) of the same plane as the other. Cavities created by added kick plates shall be capped.</p>	New
	<p>404.2.11 Vision Lights. Doors, gates, and side lights adjacent to doors or gates, containing one or more glazing panels that permit viewing through the panels shall have the bottom of at least one glazed panel located 43 inches (1090 mm) maximum above the finish floor.</p> <p>Exceptions: Vision lights with the lowest part more than 66 inches (1675 mm) from the finish floor or ground shall not be required to comply with 404.2.11.</p>	New
<p>4.13.12 Automatic Doors and Power-Assisted Doors. If an automatic door is used, then it shall comply with <u>ANSI/BHMA A156.10-1985</u>. Slowly opening, low-powered, automatic doors shall comply with ANSI A156.19-1984. Such doors shall not open to back check faster than 3 seconds and shall require no more than 15 lbf (66.6N) to stop door movement. If a power-assisted door is used, its door-opening force shall comply with 4.13.11 and its closing shall conform to the requirements in <u>ANSI A156.19-1984</u>.</p>	<p>404.3 Automatic and Power-Assisted Doors and Gates. Automatic doors and automatic gates shall comply with 404.3. Full-powered automatic doors shall comply with <u>ANSI/BHMA A156.10</u> (incorporated by reference, see "Referenced Standards" in Chapter 1). Low-energy and power-assisted doors shall comply with <u>ANSI/BHMA A156.19</u> (1997 or 2002 edition) (incorporated by reference, see "Referenced Standards" in Chapter 1).</p>	Reference changed

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	<p>404.3.2 Maneuvering Clearance. Clearances at power-assisted doors and gates shall comply with 404.2.4. Clearances at automatic doors and gates without standby power and serving an accessible means of egress shall comply with 404.2.4.</p> <p>Exceptions: Where automatic doors and gates remain open in the power-off condition, compliance with 404.2.4 shall not be required.</p>	New
4.8 Ramps	405 Ramps	
<p>4.8.6 Cross Slope and Surfaces. The cross slope of ramp surfaces shall be no greater than 1:50.</p>	<p>405.3 Cross Slope. Cross slope of ramp runs shall not be steeper than 1:48.</p>	Change: Steeper cross slope allowed.
<p>4.8.3 Clear Width. The minimum clear width of a ramp shall be 36 in (915 mm).</p>	<p>405.5 Clear Width. The clear width of a ramp run and, where handrails are provided, the clear width between handrails shall be 36 inches (915 mm) minimum.</p> <p>Exception: Within employee work areas, the required clear width of ramps that are a part of common use circulation paths shall be permitted to be decreased by work area equipment provided that the decrease is essential to the function of the work being performed.</p>	Exception is new
<p>4.13.6 (4) If a doorway is located at a landing, then the area in front of the doorway shall comply with 4.13.6.</p>	<p>405.7.5 Doorways. Where doorways are located adjacent to a ramp landing, maneuvering clearances required by 404.2.4 and 404.3.2 shall be permitted to overlap the required landing area.</p>	Clarification: Doors located at landing shall be permitted to overlap.
<p>4.8.5 Handrails. If a ramp run has a rise greater than 6 in (150 mm) or a horizontal projection greater than 72 in (1830 mm), then it shall have handrails on both sides.</p>	<p>405.8 Handrails. Ramp runs with a rise greater than 6 inches (150 mm) shall have handrails complying with 505.</p>	Horizontal projection removed.
<p>4.8.7 Edge Protection. Ramps and landings with drop-offs shall have curbs, walls, railings, or projecting surfaces that prevent people from slipping off the ramp. Curbs shall be a minimum of 2 in (50 mm) high.</p>	<p>405.9 Curb or Barrier Edge Protection. Edge protection complying with 405.9.1 or 405.9.2 shall be provided on each side of ramp runs and at each side of ramp landings.</p>	Minimum of 2 inches high removed.

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	<p>405.9.2 Curb or Barrier. A curb or barrier shall be provided that prevents the passage <u>of a 4 inch (100 mm) diameter sphere</u>, where any portion of the sphere is within 4 inches (100 mm) of the finish floor or ground surface.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. Edge protection shall not be required on ramps that are not required to have handrails and have sides complying with 406.3. 2. Edge protection shall not be required on the sides of ramp landings serving an adjoining ramp run or stairway. 3. Edge protection shall not be required on the sides of ramp landings having a vertical drop-off of ½ inch (13 mm) maximum within 10 inches (255 mm) horizontally of the minimum landing area specified in 405.7. 	<p>New: Curb that prevents the passage of a 4 inch diameter sphere.</p> <p>Exceptions are new</p>
4.7 Curb Ramps	406 Curb Ramps	
	<p>406.4 Landings. Landings shall be provided at the tops of curb ramps. <u>The landing clear length shall be 36 inches (915 mm) minimum.</u> The landing clear width shall be at least as wide as the curb ramp, excluding flared sides, leading to the landing.</p> <p>Exceptions: In alterations, where there is no landing at the top of curb ramps, curb ramp flares shall be provided and shall not be steeper than 1:12.</p>	<p>New: Landing clear length provided.</p>
<p>4.7.8 Obstructions. Curb ramps shall be located or protected to prevent their obstruction by parked vehicles.</p>		<p>Removed</p>
<p>4.7.7 Detectable Warnings. A curb ramp shall have a detectable warning complying with 4.29.2. The detectable warning shall extend the full width and depth of the curb ramp.</p>		<p>Removed. But see transportation section 810.5.2 requiring detectable warnings at curb ramps.</p>
4.10 Elevators	407 Elevators	
<p>4.10.1 General. Accessible elevators shall be on an accessible route and shall comply with 4.10 and with the <u>ASME A17.1-</u></p>	<p>407.1 General. Elevators shall comply with 407 and with <u>ASME A17.1-2000</u> (incorporated by reference, see</p>	<p>Reference changed</p>

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1991 ADA Standards for Accessible Design	2010 ADA Standards for Accessible Design	What's New/Different
<p>1990, Safety Code for Elevators and Escalators. Freight elevators shall not be considered as meeting the requirements of this section unless the only elevators provided are used as combination passenger and freight elevators for the public and employees.</p>	<p>"Referenced Standards" in Chapter 1). They shall be passenger elevators as classified by ASME A17.1. Elevator operation shall be automatic.</p>	
	<p>408 Limited-Use/ Limited-Application Elevators</p>	<p>New</p>
	<p>409 Private Residence Elevators</p>	<p>New</p>
<p>4.11 Platform Lifts (Wheelchair Lifts)</p>	<p>410 Platform Lifts</p>	
<p>4.11.2 Other Requirements. If platform lifts (wheelchair lifts) are used, they shall comply with 4.2.4, 4.5, 4.27, and ASME A17.1 Safety Code for Elevators and Escalators, Section XX, 1990.</p>	<p>410.1 General. Platform lifts shall comply with ASME A18.1 (1999 edition or 2003 edition) (incorporated by reference, see "Referenced Standards" in Chapter 1). Platform lifts shall not be attendant-operated and shall provide unassisted entry and exit from the lift.</p>	<p>Reference changed</p>
	<p>410.6 Doors and Gates. Platform lifts shall have low-energy power-operated doors or gates complying with 404.3. Doors shall remain open for 20 seconds minimum. End doors and gates shall provide a clear width 32 inches (815 mm) minimum. Side doors and gates shall provide a clear width 42 inches (1065 mm) minimum.</p> <p>Exceptions: Platform lifts serving two landings maximum and having doors or gates on opposite sides shall be permitted to have self-closing manual doors or gates.</p>	<p>New</p>
	<p>Chapter 5: General Site and Building Elements</p>	
<p>4.6 Parking and Passenger Loading Zones</p>	<p>502 Parking Spaces</p>	
<p>4.6.3 Parking Spaces. Accessible parking spaces shall be at least 96 in (2440 mm) wide. Parking access aisles shall be part of an accessible route to the building or facility entrance and shall comply with 4.3. Two accessible parking spaces may share a</p>	<p>502.2 Vehicle Spaces. Car parking spaces shall be 96 inches (2440 mm) wide minimum and van parking spaces shall be 132 inches (3350 mm) wide minimum, shall be marked to define the width, and shall have an adjacent access aisle</p>	<p>Van parking space wider. (132 inches with a 60 inches access aisle). 96 inches wide space with a 96 inches access aisle is still permitted.</p>

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1991 ADA Standards for Accessible Design	2010 ADA Standards for Accessible Design	What's New/Different
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common access aisle.	complying with 502.3. Exceptions: Van parking spaces shall be permitted to be 96 inches (2440 mm) wide minimum where the access aisle is 96 inches (2440 mm) wide minimum.	
	502.3.3 Marking. Access aisles shall be marked so as to discourage parking in them.	New: Access aisles shall be marked.
	502.3.4 Location. Access aisles shall not overlap the vehicular way. Access aisles shall be permitted to be placed on either side of the parking space except for <u>angled van parking spaces which shall have access aisles located on the passenger side of the parking spaces.</u>	New: Access aisles shall be located on the passenger side for angled van parking spaces.
4.6.4 Signage. Accessible parking spaces shall be designated as reserved by a sign showing the symbol of accessibility (see 4.30.7). Spaces complying with 4.1.2(5)(b) shall have an additional sign "Van-Accessible" mounted below the symbol of accessibility. Such signs shall be located so they cannot be obscured by a vehicle parked in the space.	502.6 Identification. Parking space identification signs shall include the International Symbol of Accessibility complying with 703.7.2.1. Signs identifying van parking spaces shall contain the designation "van accessible." Signs shall be <u>60 inches (1525 mm) minimum</u> above the finish floor or ground surface measured to the bottom of the sign.	New: Sign height specified.
4.6 Parking and Passenger Loading Zones	503 Passenger Loading Zones	
4.6.6 Passenger Loading Zones. Passenger loading zones shall provide an access aisle at least <u>60 in (1525 mm) wide and 20 ft</u> (240 in) (6100 mm) <u>long</u> adjacent and parallel to the vehicle pull-up space.	503.2 Vehicle Pull-Up Space. Passenger loading zones shall provide a vehicular pull-up space <u>96 inches</u> (2440 mm) <u>wide minimum and 20 feet</u> (6100 mm) <u>long minimum.</u>	New: Access aisle wider.
	503.3 Access Aisle. Passenger loading zones shall provide access aisles complying with 503 adjacent to the vehicle pull-up space. Access aisles shall adjoin an accessible route and shall not overlap the vehicular way.	New
	503.3.2 Length. <u>Access aisles shall extend the full length of the vehicle pull-up spaces they serve.</u>	Changed
	503.3.3 Marking. Access aisles shall be marked so as to discourage parking in	New: Access aisles shall be marked.

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1991 ADA Standards for Accessible Design	2010 ADA Standards for Accessible Design	What's New/Different
	them.	
4.9 Stairs	504 Stairways	
<p>4.9.2 Treads and Risers. On any given flight of stairs, all steps shall have uniform riser heights and uniform tread widths. Stair treads shall be no less than 11 in (280 mm) wide, measured from riser to riser (see Fig. 18(a)). Open risers are not permitted.</p>	<p>504.2 Treads and Risers. All steps on a flight of stairs shall have uniform riser heights and uniform tread depths. Risers shall be 4 inches (100 mm) high minimum and 7 inches (180 mm) high maximum. Treads shall be 11 inches (280 mm) deep minimum.</p>	<p>New: Riser heights specified.</p>
4.26 Handrails, Grab Bars	505 Handrails	
<p>4.9.4 Handrails. Stairways shall have handrails at both sides of all stairs. Handrails shall comply with 4.26 and shall have the following features:</p> <p>(1) Handrails shall be continuous along both sides of stairs. The inside handrail on switchback or dogleg stairs shall always be continuous.</p>	<p>505.2 Where Required. Handrails shall be provided on both sides of stairs and ramps.</p> <p>Exceptions: In assembly areas, handrails shall not be required on both sides of aisle ramps where a handrail is provided at either side or within the aisle width.</p>	<p>Exception is new</p>
<p>4.9.4(3) The clear space between [stair] handrails and wall shall be 1½ in (38 mm).</p>	<p>505.5 Clearance. Clearance between handrail gripping surfaces and adjacent surfaces shall be 1½ inches (38 mm) minimum.</p>	<p>Clearance changed from absolute to minimum.</p>
<p>4.26.2 Size and Spacing of Grab Bars and Handrails. The diameter or width of the gripping surfaces of a handrail or grab bar shall be 1¼ in to 1½ in (32 mm to 38 mm), or the shape shall provide an equivalent gripping surface.</p>	<p>505.7.1 Circular Cross Section. Handrail gripping surfaces with a circular cross section shall have an outside diameter of 1¼ inches (32 mm) minimum and 2 inches (51 mm) maximum.</p>	<p>Maximum diameter increased.</p>
<p>4.9.4(2) If handrails are not continuous, they shall extend at least 12 in (305 mm) beyond the top riser and at least 12 in (305 mm) plus the width of one tread beyond the bottom riser. At the top, the extension shall be parallel with the floor or ground surface. At the bottom, the handrail shall continue to slope for a distance of the width of one tread from the bottom riser; the remainder of the extension shall be horizontal.</p>	<p>505.10.3 Bottom Extension at Stairs. At the bottom of a stair flight, handrails shall extend at the slope of the stair flight for a horizontal distance at least equal to one tread depth beyond the last riser nosing. Extension shall return to a wall, guard, or the landing surface, or shall be continuous to the handrail of an adjacent stair flight.</p>	<p>12" horizontal extension at the bottom removed.</p>

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1991 ADA Standards for Accessible Design	2010 ADA Standards for Accessible Design	What's New/Different
	Chapter 6: Plumbing Elements and Facilities	
415 Drinking Fountains	602 Drinking Fountains	
<p>4.15.5 Clearances.</p> <p>(1) Wall- and post-mounted cantilevered units shall have a clear knee space between the bottom of the apron and the floor or ground at least 27 in (685 mm) high, 30 in (760 mm) wide, and 17 in to 19 in (430 mm to 485 mm) deep (see Fig. 27(a) and (b)). Such units shall also have a minimum clear floor space 30 in by 48 in (760 mm by 1220 mm) to allow a person in a wheelchair to approach the unit facing forward.</p>	<p>602.2 Clear Floor Space. Units shall have a clear floor or ground space complying with 305 positioned for a forward approach and <u>centered on the unit.</u> Knee and toe clearance complying with 306 shall be provided.</p> <p>Exceptions: A parallel approach complying with 305 shall be permitted at units for children's use where the spout is 30 inches (760 mm) maximum above the finish floor or ground and is 3½ inches (90 mm) maximum from the front edge of the unit, including bumpers.</p>	<p>New: Clear floor space centered at the unit.</p> <p>Exception is new</p>
<p>4.15.3 Spout Location. The spouts of drinking fountains and water coolers shall be at the front of the unit and shall direct the water flow in a trajectory that is parallel or nearly parallel to the front of the unit. The spout shall provide a flow of water at least 4 in (100 mm) high so as to allow the insertion of a cup or glass under the flow of water. On an accessible drinking fountain with a round or oval bowl, the spout must be positioned so <u>the flow of water is within 3 in (75 mm) of the front edge of the fountain.</u></p>	<p>602.5 Spout Location. The spout shall be located <u>15 inches (380 mm) minimum from the vertical support and 5 inches (125 mm) maximum from the front edge of the unit,</u> including bumpers.</p> <p>602.6 Water Flow. The spout shall provide a flow of water 4 inches (100 mm) high minimum and shall be located 5 inches (125 mm) maximum from the front of the unit. The angle of the water stream shall be measured horizontally relative to the front face of the unit. <u>Where spouts are located less than 3 inches (75 mm) of the front of the unit, the angle of the water stream shall be 30 degrees maximum. Where spouts are located between 3 inches (75 mm) and 5 inches (125 mm) maximum from the front of the unit, the angle of the water stream shall be 15 degrees maximum.</u></p>	<p>New: Specification for spout location.</p> <p>Clarification for water flow and water stream degrees.</p>
	<p>602.7 Drinking Fountains for Standing Persons. Spout outlets of drinking fountains for <u>standing persons shall be 38 inches (965 mm) minimum and 43 inches (1090 mm) maximum above the finish floor or ground.</u></p>	<p>New: Dimension specified.</p>

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1991 ADA Standards for Accessible Design	2010 ADA Standards for Accessible Design	What's New/Different
<p>4.22 Toilet Rooms 4.23 Bathrooms, Bathing Facilities, and Shower Rooms</p>	<p>603 Toilet and Bathing Rooms</p>	
<p>4.22.2 Doors [Toilet Rooms]. All doors to accessible toilet rooms shall comply with 4.13. Doors shall not swing into the clear floor space required for any fixture.</p>	<p>603.2.3 Door Swing. Doors shall not swing into the clear floor space or clearance required for any fixture. Doors shall be permitted to swing into the required turning space.</p> <p>Exceptions:</p> <p>1. Doors to a toilet room or bathing room for a single occupant accessed only through a private office and not for common use or public use shall be permitted to swing into the clear floor space or clearance provided the swing of the door can be reversed to comply with 603.2.3.</p> <p>2. Where the toilet room or bathing room is <u>for individual use and a clear floor space complying with 305.3 is provided within the room beyond the arc of the door swing, doors shall be permitted to swing into the clear floor space or clearance required for any fixture.</u></p>	<p>Exception 2 is new: Door may swing in into clear floor spaces required at fixtures if a 30 inches by 48 inches minimum clear floor space is provided beyond the door swing.</p>
<p>4.19.6 Mirrors. Mirrors shall be mounted with the bottom edge of the reflecting surface no higher than 40 in (1015 mm) above the finish floor.</p>	<p>603.3 Mirrors. Mirrors located above lavatories or countertops shall be installed with the bottom edge of the reflecting surface 40 inches (1015 mm) maximum above the finish floor or ground. <u>Mirrors not located above lavatories or countertops shall be installed with the bottom edge of the reflecting surface 35 inches (890 mm) maximum above the finish floor or ground.</u></p>	<p>New: Specification for mirrors not located above lavatories.</p>
	<p>603.4 Coat Hooks and Shelves. Coat hooks shall be located within one of the reach ranges specified in 308. Shelves shall be located <u>40 inches</u> (1015 mm) <u>minimum and 48 inches</u> (1220 mm) <u>maximum</u> above the finish floor.</p>	<p>Clarification for mounting height of shelves.</p>
<p>4.16 Water Closets 4.17 Toilet Stalls</p>	<p>604 Water Closet and Toilet Compartment</p>	
<p>NOTE: In Figure 30(a) The centerline of the water closet shall be <u>18 inches</u> (455 mm) <u>from the side wall.</u></p>	<p>604.2 Location. The water closet shall be positioned with a wall or partition to the rear and to one side. The centerline of the</p>	<p>Centerline no longer absolute at water closet.</p>

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	<p>water closet shall be 16 inches (405 mm) minimum to 18 inches (455 mm) maximum from the side wall or partition, except that the water closet shall be 17 inches (430 mm) minimum and 19 inches (485 mm) maximum from the side wall or partition in the ambulatory accessible toilet compartment specified in 604.8.2. Water closets shall be arranged for a left-hand or right-hand approach.</p>	
<p>4.16.4 Grab Bars. Grab bars for water closets not located in stalls shall comply with 4.26 and Fig. 29. The grab bar behind the water closet shall be 36 in (915 mm) minimum.</p> <p>NOTE: In Figure 29(a) a 36 inch (915 mm) minimum length grab bar is required behind the water closet mounted at a height between 33 and 36 inches (840-915 mm). The grab bar must extend a minimum of 12 inches (305) beyond the center of the water closet toward the side wall and a minimum of 24 inches (610 mm) toward the open side for either a left or right side approach.</p>	<p>604.5.2 Rear Wall. The rear wall grab bar shall be 36 inches (915 mm) long minimum and extend from the centerline of the water closet 12 inches (305 mm) minimum on one side and 24 inches (610 mm) minimum on the other side.</p> <p>Exception:</p> <p>1. The rear grab bar shall be permitted to be 24 inches (610 mm) long minimum, centered on the water closet, where wall space does not permit a length of 36 inches (915 mm) minimum due to the location of a recessed fixture adjacent to the water closet.</p>	<p>Exception is new</p>
<p>4.16.5 Flush Controls. Flush controls shall be hand operated or automatic and shall comply with 4.27.4. Controls for flush valves shall be mounted on the wide side of toilet areas no more than 44 in (1120 mm) above the floor.</p>	<p>604.6 Flush Controls. Flush controls shall be hand operated or automatic. Hand operated flush controls shall comply with 309. Flush controls shall be located on the open side of the water closet except in ambulatory accessible compartments complying with 604.8.2.</p>	<p>Greater height options</p>
<p>4.16.6 Dispensers. Toilet paper dispensers shall be installed within reach, as shown in Fig. 29(b). Dispensers that control delivery, or that do not permit continuous paper flow, shall not be used.</p> <p>NOTE: In Figure 29(b) the toilet paper dispenser is required to be mounted at a minimum height of 19 inches (485 mm). (4.16.3, 4.16.4, 4.16.6).</p>	<p>604.7 Dispensers. Toilet paper dispensers shall comply with 309.4 and shall be 7 inches (180 mm) minimum and 9 inches (230 mm) maximum in front of the water closet measured to the centerline of the dispenser. The outlet of the dispenser shall be 15 inches (380 mm) minimum and 48 inches (1220 mm) maximum above the finish floor and shall not be located behind grab bars. Dispensers shall not be of a type that controls delivery or that does not allow continuous paper flow.</p>	<p>Dispenser location clarified.</p> <p>Minimum height changed.</p> <p>New: Maximum height specified.</p>
	<p>604.8 Toilet Compartments. Wheelchair accessible toilet compartments shall meet the requirements of 604.8.1 and 604.8.3.</p>	<p>Name changed – from toilet stalls to toilet compartment.</p>

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	<p>Compartments containing more than one plumbing fixture shall comply with 603. Ambulatory accessible compartments shall comply with 604.8.2 and 604.8.3.</p>	
<p>4.17.3 Size and Arrangement. The size and arrangement of the standard toilet stall shall comply with Fig. 30(a), Standard Stall. Standard toilet stalls with a minimum depth of 56 in (1420 mm) (see Fig. 30(a)) shall have wall-mounted water closets. If the depth of a standard toilet stall is increased at least 3 in (75 mm), then a floor-mounted water closet may be used. Arrangements shown for standard toilet stalls may be reversed to allow either a left- or right-hand approach. Additional stalls shall be provided in conformance with 4.22.4.</p> <p>Exceptions: In instances of alteration work where provision of a standard stall (Fig. 30(a)) is technically infeasible or where plumbing code requirements prevent combining existing stalls to provide space, either alternate stall (Fig. 30(b)) may be provided in lieu of the standard stall.</p>	<p>604.8.1.1 Size. Wheelchair accessible compartments shall be 60 inches (1525 mm) wide minimum measured perpendicular to the side wall, and 56 inches (1420 mm) deep minimum for wall hung water closets and 59 inches (1500 mm) deep minimum for floor mounted water closets measured perpendicular to the rear wall. <u>Wheelchair accessible compartments for children's use shall be 60 inches (1525 mm) wide minimum measured perpendicular to the side wall, and 59 inches (1500 mm) deep minimum</u> for wall hung and floor mounted water closets measured perpendicular to the rear wall.</p>	<p>New: Requirement for children's use.</p> <p>Exception removed</p>
<p>4.17.5 Doors. Toilet stall doors, including door hardware, shall comply with 4.13. If toilet stall approach is from the latch side of the stall door, clearance between the door side of the stall and any obstruction may be reduced to a minimum of 42 in (1065 mm).</p>	<p>604.8.1.2 Doors. Toilet compartment doors, including door hardware, shall comply with 404 except that if the approach is to the latch side of the compartment door, clearance between the door side of the compartment and any obstruction shall be 42 inches (1065 mm) minimum. Doors shall be located in the front partition or in the side wall or partition farthest from the water closet. Where located in the front partition, the door opening shall be 4 inches (100 mm) maximum from the side wall or partition farthest from the water closet. Where located in the side wall or partition, the door opening shall be 4 inches (100 mm) maximum from the front partition. The door shall be self-closing. <u>A door pull complying with 404.2.7 shall be placed on both sides of the door near the latch.</u> Toilet compartment doors shall not swing into the minimum required compartment area.</p>	<p>Door pulls new</p>

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<p>4.17.4 Toe Clearances. In standard stalls, the front partition and at least one side partition shall provide a toe clearance of at least 9 in (230 mm) above the floor. If the depth of the stall is greater than 60 in (1525 mm), then the toe clearance is not required.</p>	<p>604.8.1.4 Toe Clearance. The front partition and at least one side partition shall provide a toe clearance of 9 inches (230 mm) minimum above the finish floor and 6 inches (150 mm) deep minimum beyond the compartment-side face of the partition, exclusive of partition support members. Compartments for children's use shall provide a toe clearance of 12 inches (305 mm) minimum above the finish floor.</p> <p>Exceptions: Toe clearance at the front partition is not required in a compartment greater than 62 inches (1575 mm) deep with a wall-hung water closet or 65 inches (1650 mm) deep with a floor-mounted water closet. Toe clearance at the side partition is not required in a compartment greater than 66 inches (1675 mm) wide. Toe clearance at the front partition is not required in a compartment for children's use that is greater than 65 inches (1650 mm) deep.</p>	<p>Depth/width specified for toe clearance below partition.</p>
<p>4.22.4 Water Closets. If toilet stalls are provided, then at least one shall be a standard toilet stall complying with 4.17; where 6 or more stalls are provided, in addition to the stall complying with 4.17.3, at least one stall 36 in (915 mm) wide with an outward swinging, self-closing door and parallel grab bars complying with Fig. 30(d) and 4.26 shall be provided. Water closets in such stalls shall comply with 4.16. If water closets are not in stalls, then at least one shall comply with 4.16.</p>	<p>604.8.2.1 Size. Ambulatory accessible compartments shall have a depth of 60 inches (1525 mm) minimum and a width of 35 inches (890 mm) minimum and 37 inches (940 mm) maximum.</p>	<p>New: Depth Specified. Width no longer absolute.</p>
	<p>604.9 Water Closets and Toilet Compartments for Children's Use. Water closets and toilet compartments for children's use shall comply with 604.9.</p>	<p>New</p>
<p>4.18 Urinals</p>	<p>605 Urinals</p>	
<p>4.18.2 Height. Urinals shall be stall-type or wall-hung with an elongated rim at a maximum of 17 in (430 mm) above the finish floor.</p>	<p>605.2 Height and Depth. Urinals shall be the stall-type or the wall-hung type with the rim 17 inches (430 mm) maximum above the finish floor or ground. Urinals shall be 13½ inches (345 mm) deep minimum measured from the outer face of the urinal rim to the back of the fixture.</p>	<p>New: Depth specified</p>

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<p>4.18.3 Clear Floor Space. A clear floor space 30 in by 48 in (760 mm by 1220 mm) shall be provided in front of urinals to allow forward approach. This clear space shall adjoin or overlap an accessible route and shall comply with 4.2.4. <u>Urinal shields that do not extend beyond the front edge of the urinal rim may be provided with 29 in (735 mm) clearance between them.</u></p>	<p>605.3 Clear Floor Space. A clear floor or ground space complying with 305 positioned for forward approach shall be provided.</p>	<p>Urinal shields no longer required.</p>
<p>4.18.4 Flush Controls. Flush controls shall be hand operated or automatic, and shall comply with 4.27.4, and shall be mounted no more than 44 in (1120 mm) above the finish floor.</p>	<p>605.4 Flush Controls. Flush controls shall be hand operated or automatic. Hand operated flush controls shall <u>comply with 309.</u></p>	<p>More height options</p>
<p>4.19 Lavatories and Mirrors 4.24 Sinks</p>	<p>606 Lavatories and Sinks</p>	
<p>4.19.3 Clear Floor Space. A clear floor space 30 in by 48 in (760 mm by 1220 mm) complying with 4.2.4 shall be provided in front of a lavatory to allow forward approach. Such clear floor space shall adjoin or overlap an accessible route and shall extend a maximum of 19 in (485 mm) underneath the lavatory (see Fig. 32).</p>	<p>606.2 Clear Floor Space. A clear floor space complying with 305, positioned for a forward approach, and knee and toe clearance complying with 306 shall be provided.</p> <p>Exceptions:</p> <ol style="list-style-type: none"> 1. A parallel approach complying with 305 shall be permitted to a kitchen sink in a space where a cook top or conventional range is not provided and to wet bars. 2. A lavatory in a toilet room or bathing facility for a single occupant accessed only through a private office and not for common use or public use shall not be required to provide knee and toe clearance complying with 306. 3. In residential dwelling units, cabinetry shall be permitted under lavatories and kitchen sinks provided that all of the following conditions are met: <ol style="list-style-type: none"> (a) the cabinetry can be removed without removal or replacement of the fixture; (b) the finish floor extends under the cabinetry; and (c) the walls behind and surrounding the cabinetry are finished. 4. A knee clearance of 24 inches (610 mm) minimum above the finish floor or ground shall be permitted at lavatories and sinks used primarily by children 6 through 12 years where the rim or counter surface is 	<p>Exceptions are new</p>

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	<p>31 inches (785 mm) maximum above the finish floor or ground.</p> <p>5. A parallel approach complying with 305 shall be permitted to lavatories and sinks used primarily by children 5 years and younger.</p> <p>6. The dip of the overflow shall not be considered in determining knee and toe clearances.</p> <p>7. No more than one bowl of a multi-bowl sink shall be required to provide knee and toe clearance complying with 306.</p>	
<p>4.19.2 Height and Clearances. Lavatories shall be mounted with the rim or counter surface no higher than 34 in (865 mm) above the finish floor. Provide a clearance of at least 29 in (735 mm) above the finish floor to the bottom of the apron.</p>	<p>606.3 Height. Lavatories and sinks shall be installed with the front of the higher of the rim or counter surface 34 inches (865 mm) maximum above the finish floor or ground.</p>	<p>29" apron height no longer required.</p>
<p>4.20 Bathtubs</p>	<p>607 Bathtubs</p>	
<p>4.20.2 Floor Space. Clear floor space in front of bathtubs shall be as shown in Fig. 33.</p> <p>NOTE: Figure 33(a) indicates that, if the approach is parallel to the bathtub, a 30 inch (760 mm) minimum width by 60 inch (1525 mm) minimum length clear space is required alongside the bathtub. If the approach is perpendicular to the bathtub, a 48 inch (1220 mm) minimum width by 60 inch (1525 mm) minimum length clear space is required.</p>	<p>607.2 Clearance. Clearance in front of bathtubs shall extend the length of the bathtub and shall be 30 inches (760 mm) wide minimum. A lavatory complying with 606 shall be permitted at the control end of the clearance. <u>Where a permanent seat is provided at the head end of the bathtub, the clearance shall extend 12 inches (305 mm) minimum beyond the wall at the head end of the bathtub.</u></p>	<p>New: Additional 12 inches required where permanent seat is provided.</p>
<p>4.20.4 Grab Bars. Grab bars complying with 4.26 shall be provided as shown in Fig. 33 and 34.</p> <p>NOTE: Figure 34(a) indicates at the foot of the tub, the grab bar shall be 24 inches (610 mm) minimum in length measured from the outer edge of the tub. On the back wall, two grab bars are required. The grab bars mounted on the back (long) wall shall be a minimum 24 inches (610 mm) in length located 12 inches (305 mm) maximum from the foot of the tub and 24 inches (610 mm) maximum from the head of the tub. One grab bar shall be located 9</p>	<p>607.4.1.1 Back Wall. Two grab bars shall be installed on the back wall, one located in accordance with 609.4 and the other located 8 inches (205 mm) minimum and 10 inches (255 mm) maximum above the rim of the bathtub. Each grab bar shall be installed 15 inches (380 mm) maximum from the head end wall and 12 inches (305 mm) maximum from the control end wall.</p>	<p>Grab bar height no longer absolute.</p>

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<p><u>inches (230 mm) above the rim of the tub.</u> The others shall be 33 to 36 inches (840 mm to 910 mm) above the bathroom floor. At the head of the tub, the grab bar shall be a minimum of 12 inches (305 mm) in length measured from the outer edge of the tub.</p>		
<p>4.20.6 Shower Unit. A shower spray unit with a hose at least 60 in (1525 mm) long that can be used both as a fixed shower head and as a hand-held shower shall be provided.</p>	<p>607.6 Shower Spray Unit and Water. A shower spray unit with a hose 59 inches (1500 mm) long minimum that can be used both as a fixed-position shower head and as a hand-held shower shall be provided. The shower spray unit shall have an on/off control with a non-positive shut-off. If an adjustable-height shower head on a vertical bar is used, the bar shall be installed so as not to obstruct the use of grab bars. Bathtub shower spray units shall deliver water that is 120°F (49°C) maximum.</p>	<p>Length changed for shower spray hose.</p> <p>New: Water temperature specified.</p>
<p>4.21 Shower Stalls</p>	<p>608 Shower Compartments</p>	
<p>See 9.1.2 Accessible Units, Sleeping Rooms, and Suites. Accessible sleeping rooms or suites that comply with the requirements of 9.2 (Requirements for Accessible Units, Sleeping Rooms, and Suites) shall be provided in conformance with the table below. <u>In addition, in hotels, of 50 or more sleeping rooms or suites, additional accessible sleeping rooms or suites that include a roll-in shower shall also be provided</u> Such accommodations shall comply with the requirements of 9.2, 4.21, and Fig 57(a) or (b)</p> <p>Note Fig 57 (b): A folding seat, mounted adjacent to the entry to the shower, is provided in a 36 in by 60 inches (915 mm by 1220 mm) minimum roll-in shower stall. The width of the stall opening shall be a minimum of 36 inches (915 mm) clear located on a long wall at the opposite end of the shower from the controls. The shower seat shall be 24 inches (610 mm) minimum in length by 16 inches (330 mm) minimum in width and may be rectangular in shape. The seat shall be located next to the opening to the shower and adjacent to the end wall containing the shower head</p>	<p>608.5.3 Alternate Roll-In Type Shower Compartments. In alternate roll-in type shower compartments, the controls, faucets, and shower spray unit shall be located above the grab bar, but no higher than 48 inches (1220 mm) above the shower floor. Where a seat is provided, the controls, faucets, and shower spray unit shall be located on the side wall adjacent to the seat 27 inches (685 mm) maximum from the side wall behind the seat <u>or shall be located on the back wall opposite the seat 15 inches (380 mm) maximum, left or right, of the centerline of the seat.</u> Where a seat is not provided, the controls, faucets, and shower spray unit shall be installed on the side wall farthest from the compartment entry.</p>	<p>Allowed in all facilities of facilities (1991 Standard allows the design only in transient lodging).</p> <p>New: Controls on the back wall permitted.</p>

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and controls.		
<p>4.21.6 Shower Unit. A shower spray unit with a hose at least <u>60 in</u> (1525 mm) <u>long</u> that can be used both as a fixed shower head and as a hand-held shower shall be provided.</p> <p>Exception: In unmonitored facilities where vandalism is a consideration, a fixed shower head mounted at 48 in (1220 mm) above the shower floor may be used in lieu of a hand-held shower head.</p>	<p>608.6 Shower Spray Unit and Water. A shower spray unit with a hose <u>59 inches</u> (1500 mm) <u>long minimum</u> that can be used both as a fixed-position shower head and as a hand-held shower shall be provided. The shower spray unit shall have an on/off control with a non-positive shut-off. If an adjustable-height shower head on a vertical bar is used, the bar shall be installed so as not to obstruct the use of grab bars. Shower spray units shall deliver water that is <u>120°F (49°C) maximum</u>.</p> <p>Exception: A fixed shower head located at 48 inches (1220 mm) maximum above the shower finish floor shall be permitted instead of a hand-held spray unit in facilities that are not medical care facilities, long-term care facilities, transient lodging guest rooms, or residential dwelling units.</p>	<p>Length changed for shower spray hose.</p> <p>New: Water temperature specified.</p>
<p>4.21.7 Curbs. If provided, curbs in shower stalls 36 in by 36 in (915 mm by 915 mm) shall be no higher than ½ in (13 mm). <u>Shower stalls that are 30 in by 60 in (760 mm by 1525 mm) minimum shall not have curbs.</u></p>	<p>608.7 Thresholds. <u>Thresholds in roll-in type shower compartments shall be ½ inch (13 mm) high maximum</u> in accordance with 303. In transfer type shower compartments, thresholds ½ inch (13 mm) high maximum shall be beveled, rounded, or vertical.</p> <p>Exceptions: <u>A threshold 2 inches (51 mm) high</u> maximum shall be permitted in transfer type shower compartments <u>in existing facilities</u> where provision of a ½ inch (13 mm) high threshold would disturb the structural reinforcement of the floor slab.</p>	<p>New: Threshold allowed at roll-in type shower.</p> <p>Higher threshold permitted in existing facilities.</p>
4.26 Handrails, Grab Bars, and Tub and Shower Seats	609 Grab Bars	
<p>4.26.2 Size and Spacing of Grab Bars and Handrails. The diameter or width of the gripping surfaces of a handrail or grab bar shall be <u>1¼ in to 1½ in (32 mm to 38 mm)</u>, or the shape shall provide an</p>	<p>609.2.1 Circular Cross Section. Grab bars with circular cross sections shall have an outside diameter of <u>1¼ inches (32 mm) minimum and 2 inches (51 mm) maximum</u>.</p>	<p>Wider diameter allowed.</p>

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<p>equivalent gripping surface. If handrails or grab bars are mounted adjacent to a wall, the space between the wall and the grab bar shall be 1½ in (38 mm) (see Fig. 39(a), (b), (c), and (e)). Handrails may be located in a recess if the recess is a maximum of 3 in (75 mm) deep and extends at least 18 in (455 mm) above the top of the rail (see Fig. 39(d)).</p>	<p>609.2.2 Non-Circular Cross Section. Grab bars with non-circular cross sections shall have a cross-section dimension of 2 inches (51 mm) maximum and a perimeter dimension of 4 inches (100 mm) minimum and 4.8 inches (120 mm) maximum.</p> <p>609.3 Spacing. The space between the wall and the grab bar shall be 1½ inches (38 mm). <u>The space between the grab bar and projecting objects below and at the ends shall be 1½ inches (38 mm) minimum.</u> The space between the grab bar and projecting <u>objects above shall be 12 inches (305 mm) minimum.</u></p> <p>Exceptions: The space between the grab bars and shower controls, shower fittings, and other grab bars above shall be permitted to be 1½ inches (38 mm) minimum.</p>	<p>New: Specifications for non- circular grab bars.</p> <p>Projecting objects space above grab bars reduced.</p>
	<p>610 Seats</p>	
<p>4.20.3 An in-tub seat or a seat at the head end of the tub shall be provided as shown in Fig. 33. The structural strength of seats and their attachments shall comply with 4.26.3. Seats shall be mounted securely and shall not slip during use.</p> <p>Note: Fig 33(b): If the approach is parallel to the bathtub, a 30 inches (760 mm) minimum width by 75 inches (1905 mm) minimum length clear space is required alongside the bathtub. <u>The seat width shall be 15 inches (380 mm)</u>, measured from the back wall to the front of the seat, and shall extend the full width of the tub. An accessible lavatory is permitted within the clear space at the foot end of the tub.</p>	<p>610.2 Bathtub Seats. <u>The top of bathtub seats shall be 17 inches (430 mm) minimum and 19 inches (485 mm) maximum above the bathroom finish floor. The depth of a removable in-tub seat shall be 15 inches (380 mm) minimum and 16 inches (405 mm) maximum.</u> The seat shall be capable of secure placement. <u>Permanent seats at the head end of the bathtub shall be 15 inches (380 mm) deep minimum</u> and shall extend from the back wall to or beyond the outer edge of the bathtub.</p>	<p>New: Height of seat top specified.</p> <p>New: Depth of removable seat specified.</p> <p>Change: Depth of permanent seat no longer 15" absolute.</p>
<p>4.21.3 Seat. A seat shall be provided in shower stalls 36 in by 36 in (915 mm by 915mm) and shall be as shown in Fig. 36. The seat shall be mounted 17 in to 19 in (430 mm to 485 mm) from the bathroom floor and <u>shall extend the full depth of the stall.</u> In a 36 in by 36 in (915 mm by 915 mm) shower stall, the seat shall be on</p>	<p>610.3 Shower Compartment Seats. Where a seat is provided in a standard roll-in shower compartment, it shall be a folding type, shall be installed on the side wall adjacent to the controls, and shall <u>extend from the back wall to a point within 3 inches (75 mm) of the compartment entry.</u> Where a seat is provided in an alternate roll-in type shower</p>	<p>Change: Seat extension changed.</p>

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the wall opposite the controls.	compartment, it shall be a folding type, shall be installed on the front wall opposite the back wall, and shall extend from the adjacent side wall to a point within 3 inches (75 mm) of the compartment entry. In transfer-type showers, the seat shall extend from the back wall to a point within 3 inches (75 mm) of the compartment entry. The top of the seat shall be 17 inches (430 mm) minimum and 19 inches (485 mm) maximum above the bathroom finish floor. Seats shall comply with 610.3.1 or 610.3.2.	
	610.3.1 Rectangular Seats. The rear edge of a rectangular seat shall be 2½ inches (64 mm) maximum and the front edge 15 inches (380 mm) minimum and 16 inches (405 mm) maximum from the seat wall. The side edge of the seat shall be 1½ inches (38 mm) maximum from the adjacent wall.	New: Rectangular seat allowed.
NOTE: In Figure 36, the diagram illustrates an L-shaped shower seat extending the full depth of the stall. The seat shall be located 1½ inches (38 mm) maximum from the wall. The front of the seat (nearest to the opening) shall extend a maximum 16 inches (330 mm) from the wall. The back of the seat (against the back wall) shall extend a maximum of 23 inches (582 mm) from the side wall and shall be a maximum of 15 inches (305 mm) deep.	610.3.2 L-Shaped Seats. The rear edge of an L-shaped seat shall be 2½ inches (64 mm) maximum and the front edge 15 inches (380 mm) minimum and 16 inches (405 mm) maximum from the seat wall. The rear edge of the "L" portion of the seat shall be 1½ inches (38 mm) maximum from the wall and the front edge shall be 14 inches (355 mm) minimum and 15 inches (380 mm) maximum from the wall. The end of the "L" shall be 22 inches (560 mm) minimum and 23 inches maximum (585 mm) from the main seat wall.	Distance from the rear edge increased.
	611 Washing Machines and Clothes Dryers	New
	611.2 Clear Floor Space. A clear floor or ground space complying with 305 positioned for parallel approach shall be provided. The clear floor or ground space shall be centered on the appliance.	New
	611.3 Operable Parts. Operable parts, including doors, lint screens, and detergent and bleach compartments shall comply with 309.	New
	611.4 Height. Top loading machines shall have the door to the laundry compartment	New

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	located 36 inches (915 mm) maximum above the finish floor. Front loading machines shall have the bottom of the opening to the laundry compartment located 15 inches (380 mm) minimum and 36 inches (915 mm) maximum above the finish floor.	
	612 Saunas and Steam Rooms	New
	<p>612.2 Bench. Where seating is provided in saunas and steam rooms, at least one bench shall comply with 903. Doors shall not swing into the clear floor space required by 903.2.</p> <p>Exceptions: A readily removable bench shall be permitted to obstruct the turning space required by 612.3 and the clear floor or ground space required by 903.2.</p>	New
	<p>612.3 Turning Space. A turning space complying with 304 shall be provided within saunas and steam rooms.</p>	New
	Chapter 7: Communication Elements and Features	
4.28 Alarms	702 Fire Alarm Systems	
<p>4.28.2 Audible Alarms. If provided, audible emergency alarms shall produce a sound that exceeds the prevailing equivalent sound level in the room or space by at least 15 dbA or exceeds any maximum sound level with a duration of 60 seconds by 5 dbA, whichever is louder. <u>Sound levels for alarm signals shall not exceed 120 dbA.</u></p>	<p>702.1 General. Fire alarm systems <u>shall have permanently installed audible and visible alarms complying with NFPA 72 (1999 or 2002 edition)</u> (incorporated by reference, see "Referenced Standards" in Chapter 1), except that the maximum allowable sound level of audible notification appliances complying with section 4-3.2.1 of NFPA 72 (1999 edition) <u>shall have a sound level no more than 110 dB at the minimum hearing distance from the audible appliance.</u> In addition, alarms in guest rooms required to provide communication features shall comply with sections 4-3 and 4-4 of NFPA 72 (1999 edition) or sections 7.4 and 7.5 of NFPA 72 (2002 edition).</p> <p>Exceptions: Fire alarm systems in medical care facilities shall be permitted to be provided in accordance with industry practice.</p>	<p>New: Specifies NFPA 72 (1999 or 2002).</p> <p>Decreases in sound level.</p>

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4.30 Signage	703 Signs	
4.30.1 General. Signage required to be accessible by 4.1 shall comply with the applicable provisions of 4.30.	703.1 General. Signs shall comply with 703. Where both visual and tactile characters are required, either one sign with both visual and tactile characters, or two separate signs, one with visual, and one with tactile characters, shall be provided.	Clarification.
	703.2.3 Style. Characters shall be sans serif. Characters shall not be italic, oblique, script, highly decorative, or of other unusual forms.	Sans serif only. No longer allowed simple serif.
4.30.2 Character Proportion. Letters and numbers on signs shall have a width-to-height ratio between 3:5 and 1:1 and a stroke-width-to-height ratio between 1:5 and 1:10.	703.2.4 Character Proportions. Characters shall be selected from fonts where the width of the uppercase letter "O" is 55 percent minimum and 110 percent maximum of the height of the uppercase letter "I".	New
4.30.3 Character Height. Characters and numbers on signs shall be sized according to the viewing distance from which they are to be read. The minimum height is measured using an upper case X. Lower case characters are permitted.	703.2.5 Character Height. Character height measured vertically from the baseline of the character shall be 5/8 inch (16 mm) minimum and 2 inches (51 mm) maximum based on the height of the uppercase letter "I". Exceptions: Where separate raised and visual characters with the same information are provided, raised character height shall be permitted to be 1/2 inch (13 mm) minimum.	Exception is new.
	703.2.7 Character Spacing. Character spacing shall be measured between the two closest points of adjacent raised characters within a message, excluding word spaces. Where characters have rectangular cross sections, spacing between individual raised characters shall be 1/8 inch (3.2 mm) minimum and 4 times the raised character stroke width maximum. Where characters have other cross sections, spacing between individual raised characters shall be 1/16 inch (1.6 mm) minimum and 4 times the raised character stroke width maximum at the base of the cross sections, and 1/8 inch (3.2 mm) minimum and 4 times the raised character stroke width maximum at the top	New

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	<p>of the cross sections. Characters shall be separated from raised borders and decorative elements $\frac{3}{8}$ inch (9.5 mm) minimum.</p>	
	<p>703.2.8 Line Spacing. Spacing between the baselines of separate lines of raised characters within a message shall be 135 percent minimum and 170 percent maximum of the raised character height.</p>	<p>New</p>
	<p>703.3.1 Dimensions and Capitalization. Braille dots shall have a domed or rounded shape and shall comply with Table 703.3.1. The indication of an uppercase letter or letters shall only be used before the first word of sentences, proper nouns and names, individual letters of the alphabet, initials, and acronyms.</p>	<p>New: Braille dimension specified (dot and base diameter, dot and cell spacing).</p>
<p>4.30.6 Mounting Location and Height. Where permanent identification is provided for rooms and spaces, signs shall be installed on the wall adjacent to the latch side of the door. Where there is no wall space to the latch side of the door, including at double leaf doors, signs shall be placed on the nearest adjacent wall. <u>Mounting height shall be 60 in (1525 mm) above the finish floor to the centerline of the sign.</u> Mounting location for such signage shall be so that a person may approach within 3 in (76 mm) of signage without encountering protruding objects or standing within the swing of a door.</p>	<p>703.4.1 Height Above Finish Floor or Ground. <u>Tactile characters on signs shall be located 48 inches (1220 mm) minimum above the finish floor or ground surface, measured from the baseline of the lowest tactile character and 60 inches (1525 mm) maximum above the finish floor or ground surface, measured from the baseline of the highest tactile character.</u></p> <p>Exceptions: Tactile characters for elevator car controls shall not be required to comply with 703.4.1.</p>	<p>Minimum mounting height specified for tactile characters.</p> <p>No centerline of sign.</p>
	<p>703.4.2 Location. Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. <u>Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right hand door.</u> Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. <u>Signs containing tactile characters shall be located so that a clear floor space of 18 inches (455</u></p>	<p>New: Sign location at double doors.</p> <p>New: Floor space centered on the tactile character.</p>

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	<u>mm) minimum by 18 inches (455 mm) minimum, centered on the tactile characters, is provided beyond the arc of any door swing between the closed position and 45 degree open position.</u>	
4.30.5 Finish and Contrast. <u>The characters and background of signs shall be eggshell, matte, or other non-glare finish.</u> Characters and symbols shall contrast with their background -- either light characters on a dark background or dark characters on a light background.	703.5.1 Finish and Contrast. <u>Characters and their background shall have a non-glare finish.</u> Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.	Change: Character background required to have non-glare finish only.
	703.5.3 Style. Characters shall be conventional in form. Characters shall not be italic, oblique, script, highly decorative, or of other unusual forms.	New
	703.5.4 Character Proportions. Characters shall be selected from fonts where the width of the uppercase letter "O" is 55 percent minimum and 110 percent maximum of the height of the uppercase letter "I".	New
4.30.3 Character Height. <u>Characters and numbers on signs shall be sized according to the viewing distance from which they are to be read.</u> The minimum height is measured using an upper case X. Lower case characters are permitted.	703.5.5 Character Height. Minimum character height shall comply with Table 703.5.5. <u>Viewing distance shall be measured as the horizontal distance between the character and an obstruction preventing further approach towards the sign.</u> Character height shall be based on the uppercase letter "I".	New: Minimum height specified. Viewing distance clarified.
	703.5.6 Height From Finish Floor or Ground. Visual characters <u>shall be 40 inches (1015 mm) minimum above the finish floor or ground.</u> Exceptions: Visual characters indicating elevator car controls shall not be required to comply with 703.5.6.	Minimum mounting height specified for visual characters.
	703.5.7 Stroke Thickness. Stroke thickness of the uppercase letter "I" shall be 10 percent minimum and 30 percent maximum of the height of the character.	New
	703.5.8 Character Spacing. Character spacing shall be measured between the	New

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	two closest points of adjacent characters, excluding word spaces. Spacing between individual characters shall be 10 percent minimum and 35 percent maximum of character height.	
	703.5.9 Line Spacing. Spacing between the baselines of separate lines of characters within a message shall be 135 percent minimum and 170 percent maximum of the character height.	New
	703.6 Pictograms. Pictograms shall comply with 703.6.	New
	703.6.1 Pictogram Field. Pictograms shall have a field height of 6 inches (150 mm) minimum. Characters and Braille shall not be located in the pictogram field.	New
	703.6.2 Finish and Contrast. Pictograms and their field shall have a non-glare finish. Pictograms shall contrast with their field with either a light pictogram on a dark field or a dark pictogram on a light field.	New
	703.6.3 Text Descriptors. Pictograms shall have text descriptors located directly below the pictogram field. Text descriptors shall comply with 703.2, 703.3 and 703.4.	New
4.31 Telephones	704 Telephones	
<p>4.31.5 Hearing Aid Compatible and Volume Control Telephones Required by 4.1.</p> <p>(1) Telephones shall be hearing aid compatible.</p> <p>(2) Volume controls, capable of a minimum of 12 dbA and a maximum of 18 dbA above normal, shall be provided in accordance with 4.1.3. If an automatic reset is provided then 18 dbA may be exceeded.</p>	<p>704.3 Volume Control Telephones. Public telephones required to have volume controls shall be equipped with a receive volume control that provides a gain adjustable up to 20 dB minimum. For incremental volume control, provide at least one intermediate step of 12 dB of gain minimum. An automatic reset shall be provided.</p>	<p>Changed: dB Volume control higher.</p>
	<p>704.4.1 Height. When in use, the touch surface of TTY keypads shall be 34 inches (865 mm) minimum above the finish floor.</p> <p>Exceptions: Where seats are provided,</p>	New

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	TTYs shall not be required to comply with 704.4.1.	
4.29 Detectable Warnings	705 Detectable Warnings	
<p>4.29.2 Detectable Warnings on Walking Surfaces. Detectable warnings shall consist of raised truncated domes with a diameter of nominal 0.9 in (23 mm), a height of nominal 0.2 in (5 mm) and a center-to-center spacing of nominal 2.35 in (60 mm) and shall contrast visually with adjoining surfaces, either light-on-dark, or dark-on-light.</p>	<p>705.1.1 Dome Size. Truncated domes in a detectable warning surface shall have a base diameter of 0.9 inch (23 mm) minimum and 1.4 inches (36 mm) maximum, a top diameter of 50 percent of the base diameter minimum to 65 percent of the base diameter maximum, and a height of 0.2 inch (5.1 mm).</p>	Diameter range instead of absolute.
	<p>705.1.2 Dome Spacing. Truncated domes in a detectable warning surface shall have a center-to-center spacing of 1.6 inches (41 mm) minimum and 2.4 inches (61 mm) maximum, and a base-to-base spacing of 0.65 inch (17 mm) minimum, measured between the most adjacent domes on a square grid.</p>	Spacing changed
	706 Assistive Listening Systems	
	<p>706.2 Receiver Jacks. Receivers required for use with an assistive listening system shall include a 1/8 inch (3.2 mm) standard mono jack.</p>	New
	<p>706.3 Receiver Hearing-Aid Compatibility. Receivers required to be hearing-aid compatible shall interface with telecoils in hearing aids through the provision of neckloops.</p>	New
	<p>706.4 Sound Pressure Level. Assistive listening systems shall be capable of providing a sound pressure level of 110 dB minimum and 118 dB maximum with a dynamic range on the volume control of 50 dB.</p>	New
	<p>706.5 Signal-to-Noise Ratio. The signal-to-noise ratio for internally generated noise in assistive listening systems shall be 18 dB minimum.</p>	New
	<p>706.6 Peak Clipping Level. Peak clipping shall not exceed 18 dB of clipping relative to the peaks of speech.</p>	New

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4.34 Automated Teller Machines	707 Automatic Teller Machines and Fare Machines	
	707.6.1 Input Controls. At least one tactilely discernible input control shall be provided for each function. Where provided, key surfaces not on active areas of display screens, shall be raised above surrounding surfaces. Where membrane keys are the only method of input, each shall be tactilely discernible from surrounding surfaces and adjacent keys.	New
	707.6.2 Numeric Keys. Numeric keys shall be arranged in a 12-key ascending or descending telephone keypad layout. The number five key shall be tactilely distinct from the other keys.	New
	707.7.1 Visibility. The display screen shall be visible from a point located 40 inches (1015 mm) above the center of the clear floor space in front of the machine.	New
	707.7.2 Characters. Characters displayed on the screen shall be in a sans serif font. Characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.	New
	707.8 Braille Instructions. Braille instructions for initiating the speech mode shall be provided. Braille shall comply with 703.3.	New
	708 Two-Way Communication Systems	New
	Chapter 8: Special Rooms, Spaces, and Elements	
4.33 Assembly Areas	802 Wheelchair Spaces, Companion Seats, and Designated Aisle Seats	
	802.1.4 Approach. Wheelchair spaces shall adjoin accessible routes. Accessible	Clarification

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	routes shall not overlap wheelchair spaces.	
	802.1.5 Overlap. Wheelchair spaces shall not overlap circulation paths.	New
<p>4.33.3 Placement of Wheelchair Locations. Wheelchair areas shall be an integral part of any fixed seating plan and shall be provided so as to provide people with physical disabilities a choice of admission prices and <u>lines of sight comparable to those for members of the general public.</u> They shall adjoin an accessible route that also serves as a means of egress in case of emergency. At least one companion fixed seat shall be provided next to each wheelchair seating area. When the seating capacity exceeds 300, wheelchair spaces shall be provided in more than one location. Readily removable seats may be installed in wheelchair spaces when the spaces are not required to accommodate wheelchair users.</p> <p>Exception: Accessible viewing positions may be clustered for bleachers, balconies, and other areas having sight lines that require slopes of greater than 5 percent. Equivalent accessible viewing positions may be located on levels having accessible egress.</p>	<p>802.2 Lines of Sight. Lines of sight to the screen, performance area, or playing field for spectators in wheelchair spaces shall comply with 802.2.</p>	<p>Clarification: Specification for lines of sight.</p>
	<p>802.2.1 Lines of Sight Over Seated Spectators. Where spectators are expected to remain seated during events, spectators in wheelchair spaces shall be afforded lines of sight complying with 802.2.1.</p>	
	<p>802.2.1.1 Lines of Sight Over Heads. Where spectators are provided lines of sight over the heads of spectators seated in the first row in front of their seats, spectators seated in wheelchair spaces shall be afforded lines of sight over the heads of seated spectators in the first row in front of wheelchair spaces.</p>	
	<p>802.2.1.2 Lines of Sight Between Heads. Where spectators are provided lines of sight over the shoulders and between the heads of spectators seated in the first row in front of their seats, spectators seated in wheelchair spaces shall be afforded lines of sight over the shoulders and between the heads of seated spectators in the first row in front of wheelchair spaces.</p>	
	<p>802.2.2 Lines of Sight Over Standing Spectators. Where spectators are expected to stand during events, spectators in wheelchair spaces shall be afforded lines of sight complying with 802.2.2.</p>	
	<p>802.2.2.1 Lines of Sight Over Heads. Where standing spectators are provided lines of sight over the heads of spectators standing in the first row in front of their seats, spectators seated in wheelchair spaces shall be afforded lines of sight over the heads of standing spectators in the first row in front of wheelchair spaces.</p>	

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	<p>802.2.2.2 Lines of Sight Between Heads. Where standing spectators are provided lines of sight over the shoulders and between the heads of spectators standing in the first row in front of their seats, spectators seated in wheelchair spaces shall be afforded lines of sight over the shoulders and between the heads of standing spectators in the first row in front of wheelchair spaces.</p>	
<p>4.33.3 Placement of Wheelchair Locations. Wheelchair areas shall be an integral part of any fixed seating plan and shall be provided so as to provide people with physical disabilities a choice of admission prices and lines of sight comparable to those for members of the general public. They shall adjoin an accessible route that also serves as a means of egress in case of emergency. <u>At least one companion fixed seat shall be provided next to each wheelchair seating area.</u> When the seating capacity exceeds 300, wheelchair spaces shall be provided in more than one location. Readily removable seats may be installed in wheelchair spaces when the spaces are not required to accommodate wheelchair users.</p>	<p>802.3.1 Alignment. In row seating, companion seats shall be located to provide shoulder alignment with adjacent wheelchair spaces. <u>The shoulder alignment point of the wheelchair space shall be measured 36 inches (915 mm) from the front of the wheelchair space.</u> The floor surface of the companion seat shall be at the same elevation as the floor surface of the wheelchair space.</p>	New
	<p>802.3.2 Type. Companion seats shall be equivalent in size, quality, comfort, and amenities to the seating in the immediate area. Companion seats shall be permitted to be movable.</p>	New
	<p>802.4.1 Armrests. Where armrests are provided on the seating in the immediate area, folding or retractable armrests shall be provided on the aisle side of the seat.</p>	New: applies to designated aisles seats.
<p>4.35 Dressing, Fitting and Locker Rooms</p>	<p>803 Dressing, Fitting and Locker Rooms</p>	
<p>4.35.3 Doors. All doors to accessible dressing rooms shall be in compliance with section 4.13.</p>	<p>803.3 Door Swing. Doors shall not swing into the room <u>unless a clear floor or ground space complying with 305.3 is provided beyond the arc of the door swing.</u></p>	New
<p>4.35.4 Bench. Every accessible dressing room shall have a 24 in by 28 in (610 mm</p>	<p>803.4 Benches. A bench complying with 903 shall be provided within the room.</p>	New: Bench required in locker rooms.

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<p>by 1220 mm) bench fixed to the wall along the longer dimension. The bench shall be mounted 17 in to 19 in (430 mm to 485 mm) above the finish floor. Clear floor space shall be provided alongside the bench to allow a person using a wheelchair to make a parallel transfer onto the bench. The structural strength of the bench and attachments shall comply with 4.26.3. Where installed in conjunction with showers, swimming pools, or other wet locations, water shall not accumulate upon the surface of the bench and the bench shall have a slip-resistant surface.</p>		
	<p>803.5 Coat Hooks and Shelves. Coat hooks provided within the room shall be located within one of the reach ranges specified in 308. Shelves shall be 40 inches (1015 mm) minimum and 48 inches (1220 mm) maximum above the finish floor or ground.</p>	New
	804 Kitchens and Kitchenettes	New
9.2 Requirements for Accessible Units, Sleeping Rooms & Suites	806 Transient Lodging Guest Rooms	
	<p>806.2.4.1 Vanity Counter Top Space. If vanity counter top space is provided in non-accessible guest toilet or bathing rooms, comparable vanity counter top space, in terms of size and proximity to the lavatory, shall also be provided in accessible guest toilet or bathing rooms.</p>	<p>New</p> <p>Plus for housing at places of education see additional requirements for counters and turning spaces at 28 CFR Part 35.151 (f) and 28 CFR Part 36.406 (e).</p>
<p>9.2.2(7) Kitchens, Kitchenettes, or Wet Bars. When provided as accessory to a sleeping room or suite, kitchens, kitchenettes, wet bars, or similar amenities shall be accessible. Clear floor space for a front or parallel approach to cabinets, counters, sinks, and appliances shall be provided to comply with 4.2.4. Countertops and sinks shall be mounted at a maximum height of 34 in (865 mm) above the floor. At least fifty percent of shelf space in cabinets or refrigerator/freezers shall be within the reach ranges of 4.2.5 or 4.2.6 and space shall be designed to allow for the operation of cabinet and/or appliance</p>	<p>806.2.5 Kitchens and Kitchenettes. Kitchens and kitchenettes shall comply with 804.</p>	<p>More options for kitchen/kitchenettes.</p>

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10 Transportation Facilities	810. Transportation Facilities	
doors so that all cabinets and appliances are accessible and usable. Controls and operating mechanisms shall comply with 4.27.		
10.2.1(1)	807 Holding Cells and Housing Cells	New
10.2.1(2)	808 Courtrooms	New
10.2.1(3)	809 Residential Dwelling Units	New
10.2.1(1) Where new bus stop pads are constructed at bus stops, bays or other areas where a lift or ramp is to be deployed, they shall have a firm, stable surface; a minimum clear length of 96 inches (measured from the curb or vehicle roadway edge) and a minimum clear width of 60 inches (measured parallel to the vehicle roadway) to the maximum extent allowed by legal or site constraints; and shall be connected to streets, sidewalks or pedestrian paths by an accessible route complying with 4.3 and 4.4. The slope of the pad parallel to the roadway shall, to the extent practicable, be the same as the roadway. For water drainage, a <u>maximum slope of 1:50 (2%) perpendicular to the roadway is allowed.</u>	810.2.4 Slope. Parallel to the roadway, the slope of the bus stop boarding and alighting area shall be the same as the roadway, to the maximum extent practicable. Perpendicular to the roadway, <u>the slope of the bus stop boarding and alighting area shall not be steeper than 1:48.</u>	Steeper slope allowed.
10.2.1(3) Where provided, all new bus route identification signs shall comply with <u>4.30.5</u> . In addition, to the maximum extent practicable, all new bus route identification signs shall comply with 4.30.2 and 4.30.3. Signs that are sized to the maximum dimensions permitted under legitimate local, state or federal regulations or ordinances shall be considered in compliance with 4.30.2 and 4.30.3 for purposes of this section.	810.4 Bus Signs. Bus route identification signs shall comply with <u>703.5.1</u> through <u>703.5.4, and 703.5.7 and 703.5.8.</u> In addition, to the maximum extent practicable, bus route identification signs shall comply with 703.5.5.	Change: 703.5.1 Finish and Contrast. New: 703.5.4 Character Proportion; 703.5.7 Stroke Thickness; 703.5.8 Character Spacing.

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	<p>810.5 Rail Platforms. Rail platforms shall comply with 810.5.</p> <p>810.5.1 Slope. Rail platforms shall not exceed a slope of 1:48 in all directions.</p> <p>EXCEPTION: Where platforms serve vehicles operating on existing track or track laid in existing roadway, the slope of the platform parallel to the track shall be permitted to be equal to the slope (grade) of the roadway or existing track.</p>	New
<p>10.3.1(11) Illumination levels in the areas where signage is located shall be uniform and shall minimize glare on signs. Lighting along circulation routes shall be of a type and configuration to provide uniform illumination.</p>		Deleted
<p>4.25 Storage</p>	<p>811 Storage</p>	
<p>4.25.3 Height. Accessible storage spaces shall be within at least <u>one of the reach ranges specified in 4.2.5 and 4.2.6.</u> Clothes rods or shelves shall be a maximum of 54 in (1370 mm) above the finish floor for a side approach. Where the distance from the wheelchair to the clothes rod or shelf exceeds 10 in (255 mm) (as in closets without accessible doors) the height and depth to the rod or shelf shall comply with Fig. 38(a) and Fig. 38(b).</p>	<p>811.3 Height. Storage elements shall comply with at least <u>one of the reach ranges specified in 308.</u></p>	Change: Reach ranges maximum height lower, 48 inches instead of 54 inches.
	<p>Chapter 9: Built –in Elements</p>	
<p>4.32 Fixed or Built-in Seating and Tables</p>	<p>902 Dining Surfaces and Work Surfaces</p>	
<p>4.32.2 Seating. If seating spaces for people in wheelchairs are provided at fixed tables or counters, <u>clear floor space complying with 4.2.4 shall be provided.</u> Such clear floor space shall not overlap knee space by more than 19 in (485 mm).</p>	<p>902.2 Clear Floor or Ground Space. A clear floor space complying with 305 <u>positioned for a forward approach shall be provided.</u> Knee and toe clearance complying with 306 shall be provided.</p>	Clarification of clear floor space.
	<p>902.4 Dining Surfaces and Work Surfaces for Children's Use. Accessible</p>	New

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	<p>dining surfaces and work surfaces for children's use shall comply with 902.4.</p> <p>Exception: Dining surfaces and work surfaces that are used primarily by children 5 years and younger shall not be required to comply with 902.4 where a clear floor or ground space complying with 305 positioned for a parallel approach is provided.</p>	
	903 Benches	New
<p>4.35.4 Bench. Every accessible dressing room <u>shall have a 24 in by 48 in (610 mm by 1220 mm) bench fixed to the wall along the longer dimension.</u> The bench shall be mounted 17 in to 19 in (430 mm to 485 mm) above the finish floor. Clear floor space shall be provided alongside the bench to allow a person using a wheelchair to make a parallel transfer onto the bench. The structural strength of the bench and attachments shall comply with 4.26.3. Where installed in conjunction with showers, swimming pools, or other wet locations, water shall not accumulate upon the surface of the bench and the bench shall have a slip-resistant surface.</p>	<p>903.2 Clear Floor or Ground Space. Clear floor or ground space complying with 305 shall be provided and shall be positioned at the end of the bench seat and parallel to the short axis of the bench.</p> <p>903.3 Size. <u>Benches shall have seats that are 42 inches (1065 mm) long minimum and 20 inches (510 mm) deep minimum and 24 inches (610 mm) deep maximum.</u></p> <p>903.4 Back Support. The bench <u>shall provide for back support or shall be affixed to a wall.</u> Back support shall be 42 inches (1065 mm) long minimum and shall extend from a point 2 inches (51 mm) maximum above the seat surface to a point 18 inches (455 mm) minimum above the seat surface. Back support shall be 2½ inches (64 mm) maximum from the rear edge of the seat measured horizontally.</p>	<p>New: Scoping requirement in Saunas and Steam Rooms (612).</p> <p>Dressing, Fitting and Lockers rooms (803)</p> <p>Longer bench requirement.</p> <p>New: Specification for back support.</p>
<p>7.2 Sales and Service Counters, Teller Windows, Information Counters.</p>	904 Check-Out Aisles and Sales Service Counters	
	<p>904.3.3 Check Writing Surfaces. Where provided, check writing surfaces shall comply with 902.3.</p>	New
<p>7.2 (1) In department stores and miscellaneous retail stores where counters have cash registers and are provided for sales or distribution of goods or services to the public, at least one of each type shall have a portion of the counter which is at least 36 in (915mm) in length with a</p>	<p>904.4 Sales and Service Counters. <u>Sales counters and service counters shall comply with 904.4.1 or 904.4.2. The accessible portion of the counter top shall extend the same depth as the sales or service counter top.</u></p>	<p>Same requirements for sales and service counters.</p> <p>Clarification on the accessible portion of the counter.</p>

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<p>maximum height of 36 in (915 mm) above the finish floor. It shall be on an accessible route complying with 4.3. The accessible counters must be dispersed throughout the building or facility. <u>In alterations where it is technically infeasible to provide an accessible counter, an auxiliary counter meeting these requirements may be provided.</u></p> <p>(2) At ticketing counters, teller stations in a bank, registration counters in hotels and motels, box office ticket counters, and other counters that may not have a cash register but at which goods or services are sold or distributed,</p> <p>either:</p> <p>(i) a portion of the main counter which is a minimum of 36 in (915 mm) in length shall be provided with a maximum height of 36 in (915 mm); or</p> <p>(ii) <u>an auxiliary counter with a maximum height of 36 in (915 mm) in close proximity to the main counter shall be provided;</u> or</p> <p>(iii) equivalent facilitation shall be provided (e.g., at a hotel registration counter, equivalent facilitation might consist of: (1) provision of a folding shelf attached to the main counter on which an individual with disabilities can write, and (2) use of the space on the side of the counter or at the concierge desk, for handing materials back and forth).</p>	<p>Exceptions: In alterations, when the provision of a counter complying with 904.4 would result in a reduction of the number of existing counters at work stations or a reduction of the number of existing mail boxes, <u>the counter shall be permitted to have a portion which is 24 inches (610 mm) long minimum complying with 904.4.1</u> provided that the required clear floor or ground space is centered on the accessible length of the counter.</p>	<p>Exception is new.</p> <p>Auxiliary counter removed.</p>
<p>5.6 Tableware and Condiment Areas. Self-service shelves and dispensing devices for tableware, dishware, condiments, food and beverages shall be installed to comply with 4.2 (see Fig. 54).</p> <p>NOTE: <u>Figure 54 indicates the maximum height is 54 inches</u> (1370 mm).</p>	<p>904.5.1 Self-Service Shelves and Dispensing Devices. Self-service shelves and dispensing devices for tableware, dishware, condiments, food and beverages <u>shall comply with 308.</u></p>	<p>Change: The maximum height is 48 inches.</p>

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<p>5.5 Food Services Lines. Food service lines shall have a minimum clear width of 36 in (915 mm), with a preferred clear width of 42 in (1065) to allow passage around a person using a wheelchair. <u>Tray slides shall be mounted no higher than 34 in (865) above the floor.</u></p>	<p>904.5.2 Tray Slides. The tops of tray <u>slides shall be 28 inches</u> (710 mm) <u>minimum</u> and 34 inches (865 mm) maximum above the finish floor or ground.</p>	<p>Minimum height specified</p>
	Chapter 10: Recreation Facilities	New
	1002 Amusement Rides	New
	1003 Recreational Boating Facilities	New
	1004 Exercise Machines and Equipment	New
	1005 Fishing Piers and Platforms	New
	1006 Golf Facilities	New
	1007 Miniature Golf Facilities	New
	1008 Play Areas	New
	1009 Swimming Pools, Wading Pools, and Spas	New
	1010 Shooting Facilities with Firing Positions	New

Appendix G

Disaster Assistance Policy 9523.15: Eligible Costs Related to Evacuations and Sheltering

FEMA



FEMA

DISASTER ASSISTANCE POLICY

DAP9523.15

I. TITLE: **Eligible Costs Related to Evacuations and Sheltering**

II. DATE: April 6, 2007

III. PURPOSE:

This policy identifies the expenses related to State and local emergency evacuation and sheltering activities that are eligible for reimbursement under the *Category B, Emergency Protective Measures* provisions of FEMA's Public Assistance program, following an emergency or major disaster declaration.

IV. SCOPE AND AUDIENCE:

This policy applies to all emergencies and major disasters declared on or after the publication date of this document.

V. AUTHORITY:

Sections 403 and 502 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. 5121-5206 (Stafford Act) and implementing regulations at 44 CFR Part 206.

VI. BACKGROUND:

States and local governments that receive evacuees from areas declared an emergency or major disaster may seek reimbursement for eligible sheltering and evacuation-support costs in accordance with mutual aid reimbursement protocols, through the affected and supported state(s). See 44 CFR § 206.223(a)(2).

VII. POLICY:

A. State and local governments may conduct sheltering operations directly, or may contract with other sheltering providers for such services, including mutual aid agreements. Eligible costs may be reimbursed for the time the facility is actively used to shelter disaster victims.

B. This policy recognizes two distinct forms of sheltering, as follows:

1. *Congregate Shelter*. Any private or public facility that provides contingency congregate refuge to evacuees, but that day-to-day serves a non-refuge function. Examples include schools, stadiums, and churches.



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2. *Transitional Shelter*. Any private or public facility that, by design, provides a *short-term* lodging function and an increased degree of privacy over a congregate shelter. Examples include hotels, motels, and cruise/berthing ships.

C. **Congregate Sheltering**. Eligible Category B *congregate* sheltering costs may include, but are not limited to, the *reasonable* costs for:

1. Facilities.

- Minor modifications to buildings used for congregate sheltering, if necessary to make the facility habitable.
- Facility lease or rent (at the market rate; loss of revenue is not eligible).
- Utilities, such as power, water, and telephone.
- Generator operation (but not purchase).
- Shelter safety and security.
- Shelter management.
- Phone banks for disaster victims, if essential and necessary.

2. Supplies and Commodities. Eligible items are those needed for, and used directly on, the declared disaster, and are reasonable in both cost and need. Examples include:

- Cots.
- Food and water.
- Linens/blankets/pillows.
- Personal comfort kits (e.g., shampoo, soap, toothpaste, toothbrush, etc.).
- Towels/washcloths.
- Televisions or radios (1 per 50 shelterees; basic CATV service is eligible).
- Washers/dryers (1 each per 50 shelterees).

3. Pay for Regular Employees. If the regular employees of an applicant perform duties in direct support of congregate sheltering operations, any overtime pay related to such duties is eligible for reimbursement. However, the straight-time pay of these employees is not eligible.

4. Applicant-Owned Equipment. The use of applicant-owned equipment (such as buses or other vehicles) to provide eligible evacuation or sheltering support will generally be reimbursed according to the FEMA Schedule of Equipment Rates (does not include operator labor).



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5. Emergency Medical Services.

a. For the purposes of screening the health of shelter residents, assessing and treating minor illnesses and injuries, and making referrals (e.g., calling 911), congregate shelters may be staffed with emergency medical technicians, paramedics, nurses, or physicians. The number of medical staff will vary according to the size and type of shelter population. Special needs shelters will require higher-skilled medical staff (e.g., registered nurses) than a general population shelter.

b. The following costs related to the provision of emergency medical services in a congregate sheltering environment may be eligible for reimbursement:

- First aid assessment.
- Provision of first aid, including materials (bandages, etc.).
- Provision of health information.
- Special costs of caring for individuals with chronic conditions.
- Supervision of paid and volunteer medical staff.
- Prescriptions required for stabilizing the life of an evacuee/shelteree (supply not to exceed 30 days).
- Medical staff for emergency and immediate life stabilizing care, including mental health and special needs evacuee populations.
- Public Information Officer.
- Social Worker.

c. The costs of triage, medically necessary tests, and medications required to stabilize an evacuee/shelteree patient for transportation to a hospital or other medical facility may be eligible. The PA applicant should not seek reimbursement for these costs if underwritten by private insurance, Medicare, Medicaid or a pre-existing private payment agreement. Long-term treatments are not eligible, in accordance with FEMA Recovery Policy 9525.4.

d. The costs of transporting an evacuee/shelteree patient to a hospital or other medical facility may be eligible.

e. If congregate shelter medical staff determine that an evacuee/shelteree requires immediate medical or surgical attention, and requires transportation to a hospital or other medical facility for necessary and emergency life sustaining treatment not available at the shelter, the costs associated with such evacuee/shelteree transportation, diagnosis, testing and initial treatment are eligible. Eligible outpatient costs are limited to:



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(1) Local professional ambulance transport services to and from the nearest hospital equipped to adequately treat the medical emergency.

(2) Physician services in a hospital outpatient department, urgent care center, or physician's office, and related outpatient hospital services and supplies, including X-rays, laboratory and pathology services, and machine diagnostic tests for the period of time that the evacuee/shelteree is housed in congregate sheltering.

f. Vaccinations administered to protect the health and safety of congregate shelterees and supporting emergency workers are, for transmissible or contagious diseases, an eligible expense.

6. Transportation. Transportation of evacuees to congregate shelters is an eligible expense when the means of transportation is the most cost-effective available. Other transportation services may be provided pursuant to Section 419 of the Stafford Act.

7. Shelter Safety and Security. Additional reimbursable safety and security services may be provided *at congregate shelters*, based upon need. Police overtime costs - associated with providing necessary, additional services at congregate shelters - are eligible for reimbursement.

8. Cleaning and Restoration. The costs (to the Applicant) to clean, maintain, and restore a facility to pre-congregate shelter condition are eligible.

9. Animal Shelters. Generally, congregate sheltering facilities do not allow household pets (except service animals assisting people with disabilities), due to health and safety regulations. Eligible animal shelter costs include costs associated with the provisions of rescue, shelter, care, and essential needs (e.g., inoculations) for evacuee and rescued household pets and service animals, to include veterinary staff for emergency and immediate life-stabilizing care. Exhibition or livestock animals are not eligible for animal sheltering.

D. **Transitional Sheltering**. Transitional sheltering, if authorized, will be implemented and managed directly by FEMA, through a contract agent. *FEMA will not reimburse State or local governments for providing transitional sheltering to displaced disaster victims*. Accordingly, eligible Category B *transitional* sheltering costs are limited to the following:

1. Transportation. The following transportation costs are eligible for reimbursement:



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a. One-time transportation of evacuees from congregate sheltering to transitional shelters is an eligible expense, when the means of transportation available is the most cost-effective.

b. Other transportation services will be provided pursuant to Section 419 of the Stafford Act.

2. Pay for Regular Employees. If the regular employees of an applicant perform duties related to provision 1 above, any overtime pay related to such duties is eligible for reimbursement. However, the straight-time pay of these employees is not eligible.

VIII. ORIGINATING OFFICE: Disaster Assistance Directorate (Public Assistance Division).

IX. SUPERSESSION: This policy supersedes all previous policy and guidance on this subject.

X. REVIEW DATE: Three years from date of publication.



David Garratt
Acting Assistant Administrator
Disaster Assistance Directorate

Appendix H

Recovery Policy 9525.2: Donated Resources

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RECOVERY POLICY

- I. **TITLE:** **Donated Resources**
- II. **DATE OF ISSUANCE:** February 26, 2014
- III. **PURPOSE:** Establish the criteria by which applicants will be credited for volunteer labor, donated equipment, and donated materials used in the performance of eligible emergency work – Categories A and B.
- IV. **SCOPE AND EXTERNAL AUDIENCE:** This policy is applicable to all major disasters and emergencies declared on or after the publication date of this policy. The policy is intended for all personnel involved in the administration of the Public Assistance Program.
- V. **AUTHORITY:** Sections 403(a), **Essential Assistance** and 502, **Federal Emergency Assistance**, of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act), 42 U.S.C. 5121 – 5206, as amended, and Title 44 Code of Federal Regulations (CFR) §13.24, **Matching or cost sharing** and OMB Circular A-87.
- VI. **POLICY:** Donated resources used on eligible work that is essential to meeting immediate threats to life and property resulting from a major disaster may be credited toward the non-Federal share of grant costs under the PA program. Donated resources may include volunteer labor, donated equipment and donated materials.
 - A. Donated resources are eligible to offset the non-Federal share of eligible Categories A and B costs if they meet the following criteria:
 1. The donated resources must be documented by a local public official or a person designated by a local public official. The documentation must include a record of hours worked, the work site, and a description of work for each volunteer, and equivalent information for equipment and materials. Regional Administrators may establish alternate documentation requirements when required by an extraordinarily demanding situation.



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2. The donated resources must apply to emergency work that has been organized by an eligible applicant and is eligible under the PA program. Examples include, but are not limited to:
 - a. Removing eligible debris.
 - b. Filling and placing sandbags.
 - c. Donating equipment to raise or reinforce a levee.
 - d. Donating materials, such as rocks or sand.
 - e. Search and rescue when part of an organized search and rescue operation.
 - f. Professional safety inspections.
 - g. Mass care and sheltering for disaster survivors.
 3. The donated resources must be documented on one or more Project Worksheets (PWs).
- B. Value of Resources.** 44 CFR 13.24, **Matching or cost sharing**, addresses how donated resources are to be valued. The following instructions are based on that part of the CFR:
1. **Volunteer Labor:** The value of volunteer labor is discussed in 44 CFR 13.24 (c) (1), **Matching or cost sharing**. *Valuation of donated services*. The rate placed on volunteer labor should be the same rate (plus reasonable fringe benefits) ordinarily paid for similar work within the applicant's organization. Premium rates will not be used. If the applicant does not have employees performing similar work, the rate should be consistent with those ordinarily performing the work in the same labor market. To determine the value of volunteer labor, the labor rate should be multiplied by the total number of volunteer labor hours. Credit may be given for volunteer labor in any field reasonably required for emergency work, including the work of volunteer equipment operators.
 2. **Donated Equipment:** To determine the value of donated equipment, determine the number of hours that each piece of donated equipment was used and multiply it by the applicant's or FEMA's Equipment Rate, whichever is lower. The out-of-pocket cost to operate the equipment may



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be claimed as a donation for credit under this policy unless it is included in a reimbursed equipment rate.

3. **Donated Materials:** Only materials donated by third party entities are eligible for credit. Typical donated materials include sand, dirt, and rocks, and other materials associated with flood-fighting activities. To determine the value of donated materials, use the current commercial rate for such material based on previous purchases or information available from vendors. Materials donated from other Federal agencies may not be included.

C. Calculations. The following guidance is to be used for calculation purposes:

1. "Total project cost" means the out-of-pocket costs (labor, materials, and contracts) plus the value of donated resources (limited to the maximum credit allowed, as defined in the next paragraph).
2. The maximum credit allowed for donated resources is calculated by dividing the non-Federal cost share percentage by the Federal cost share percentage (e.g., $25\%/75\% = .333$ and $10\%/90\% = .111$) and multiplying that factor by the out-of-pocket expenses for a particular PW or multiple PWs. When multiple PWs are going to be used for emergency work, the donations credit (with documentation listing each applicable emergency work PW) may be placed on one "credit" PW after all emergency work is completed.
3. The documented donations credit (not to exceed the maximum credit allowed for donation) is to be entered on the PW as a line item of the project cost. Any excess credit may be distributed to other emergency work PWs, and may not exceed the maximum allowable credit for each PW.

D. Limitations.

1. The donations credit is capped at the non-Federal share of emergency work (Category A and Category B) so that the Federal share will not



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exceed the actual out-of-pocket cost. Any excess credit can be credited only to other emergency work for the same applicant in the same disaster. The value of excess donated resources cannot be credited toward another applicant, toward other State obligations, or toward permanent work.

2. A State may claim credit for the value of donated resources only according to the disaster cost-share agreement for the non-Federal share of cost for the eligible work. Credit for donated resources may not be applied to any work performed during a 100% Federally-funded period because the non-Federal share for that period would be zero.
3. Reasonable logistical support for volunteers doing eligible work may be considered an eligible cost or donations credit by the Regional Administrator.
4. Donated resources submitted for credit toward the non-Federal share may not be from another Federal grant or from other Federally funded sources.

VI. RESPONSIBLE OFFICE: Recovery Directorate, Public Assistance Program.

VII. SUPERSESSION: For all disasters declared after the date of issuance in Paragraph II, this policy supersedes DAP 9525.2, *Donated Resources* dated April 9, 2007, and all previous guidance on this subject.

VIII. REVIEW DATE: It is FEMA's policy to review policies and reissue, revise or rescind the policy within three years of the date of issuance.

//signed//

Deborah Ingram
Assistant Administrator
Recovery Directorate

Appendix I

Recovery Policy 9523.18:

Host-State Evacuation and Sheltering Reimbursement

FEMA



FEMA RECOVERY POLICY

RP9523.18

I. TITLE: Host-State Evacuation and Sheltering Reimbursement

II. DATE: JUL 23 2010

III. PURPOSE:

To establish the procedures for reimbursing host-States for the cost of evacuation and/or sheltering support provided to impact-States when the impact-State or FEMA request such support.

IV. SCOPE AND AUDIENCE:

This guidance applies to host-States that provide evacuation and/or sheltering support to evacuees from an impact-State when the impact-State or FEMA requests, and a host-State agrees to provide, evacuation and/or sheltering support. This guidance is effective upon the date of issuance. All FEMA personnel are directed to follow this guidance.

V. AUTHORITY:

Titles IV and V of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act), 42 U.S.C. §§5170a, 5170b, and 5192, as amended, and implementing regulations at Title 44 Code of Federal Regulations (CFR) Part 206, Subparts A, B, C, G and H.

VI. POLICY:

A. Definitions:

1. Host-State: A State or Indian Tribal Government that by agreement with FEMA provides sheltering and evacuation support to evacuees from an impact-State. An Indian Tribal government may also be referred to as a "Host-Tribe."
2. Impact-State: The State for which the President has declared an emergency or major disaster and that, due to a need to evacuate and/or shelter affected individuals outside the State, requests such assistance from FEMA pursuant to §206.208.



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B. Host-State Reimbursement:

Title 44 CFR §206.223(a)(2), **General work eligibility**, *General*, authorizes reimbursement of eligible evacuation and sheltering costs that applicants incur outside of a designated area. See also 44 CFR §206.2(a)(6) for definition of "designated area." Host-State sheltering and evacuation costs must meet Public Assistance Category B, Emergency Protective Measures, eligibility requirements found in 44 CFR §206.225, **Emergency work**, and FEMA Disaster Assistance Policy DAP9523.15, *Eligible Costs Related to Evacuations and Sheltering*, dated April 6, 2007. Host-States may receive assistance for evacuation and sheltering support provided to evacuees from an impact-State in two ways:

1. **Mutual Aid Agreements:** Host-States may receive assistance for evacuation and sheltering support through existing mutual aid agreements with an impact-State (e.g., the Emergency Management Assistance Compact) as specified in FEMA Recovery Policy 9523.6, *Mutual Aid Agreements for Public Assistance and Fire Management Assistance*, dated August 13, 2007.

a. The impact-State may reimburse the host-State for 100 percent of eligible costs that the host-State incurred in providing evacuation and/or sheltering support.

b. The impact-State may reimburse the host-State for the straight-time salaries of the host-State's regular employees who performed eligible work.

2. **Direct Reimbursement:** Host-States may receive assistance for evacuation and sheltering support through direct reimbursement from FEMA. Host-States may receive direct reimbursement through a grant agreement, when an impact-State has requested assistance from FEMA in accordance with 44 CFR §206.208, **Direct Federal assistance**, to address evacuation and sheltering needs of disaster survivors that are beyond its ability to address in-state, and a host-State agrees to FEMA's request to provide such assistance. In deciding whether to award a grant to the host-State, FEMA will consider whether a host-State has sufficient capability to meet some or all of the sheltering and/or evacuation needs of an impact-State and, depending on the circumstances, FEMA will consider whether the host-State will agree to accept impact-State evacuees via any requested mode of organized transportation.

a. FEMA may reimburse the host-State for 100 percent of eligible evacuation and sheltering support costs, regardless of the impact-State's cost share obligation under the declaration.



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b. The straight-time salaries and benefits of a host-State's permanently employed personnel are eligible for reimbursement in accordance with 44 CFR §206.202(f)(1)(ii), **Application procedures.**

c. The Impact-State will pay the non-Federal share of eligible costs for evacuation and/or sheltering provided by the host-State.

C. Direct Reimbursement Commitments:

The Governor of the host-State, or his/her designee, will sign the FEMA/host-State Agreement. The FEMA/host-State Agreement must meet the terms and conditions outlined in 44 CFR §206.44, **FEMA-State Agreements**, to establish the host-State as the grantee. The regulations, policies, guidance and procedures of the Public Assistance program will apply to reimbursement under the agreement.

D. Cost Share:

The Federal cost share for grant assistance to a host-State to evacuate and/or shelter disaster survivors from the impact-State is the Category B, Emergency Protective Measures, cost share approved for the declared emergency or major disaster. The impact-State is responsible for the non-Federal cost share, if any, of assistance FEMA provides to the host-State. When the impact-State requests that FEMA assist with evacuation and/or sheltering, it agrees to provide the non-Federal cost share for all eligible costs incurred by any host-State under the terms of paragraph VI (B)(2), above. Therefore, host-States will receive 100 percent reimbursement of their eligible costs.

E. Coordination:

The FEMA Administrator, or his/her designee, to include the Assistant Administrator for Recovery, Regional Administrator, or Federal Coordinating Officer, will coordinate with States to determine which state(s) are available and appropriate to support the evacuation and/or sheltering needs of individuals from the impact-State.

F. Other:

This policy establishes the procedures for reimbursing host-States for the cost of evacuation and/or sheltering support provided to impact-States when the impact-State or FEMA request such support, and does not limit the ability of a Governor to request or the President, in his discretion, to declare emergencies or major disasters.



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VII. RESPONSIBLE OFFICE: Recovery Directorate (Public Assistance Division).

VIII. SUPERSESSION: This policy supersedes Disaster Assistance Interim Policy DAP9523.18, *Host-State Evacuation and Sheltering Reimbursement*, dated July 18, 2007, and all previous guidance on this subject.

IX. REVIEW DATE: This policy does not automatically expire, but will be reviewed three years from the date of publication.

A handwritten signature in blue ink, appearing to read "Elizabeth A. Zimmerman", written over a horizontal line.

Elizabeth A. Zimmerman
Assistant Administrator
Recovery Directorate